

# Member Handbook

*Created 07/18/2023*



**SoonerSelect Children's Specialty Program**

March, 2024

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You can get this handbook and other plan information in large print for free. To get materials in large print, call Member Services at **1-833-752-1665** (TTY: **711**).

If English is not your first language (or if you are reading this on behalf of someone who doesn't read English), we can help. Call **1-833-752-1665** (TTY: **711**). You can ask us for the information in this handbook in your language. We have access to interpreter services and can help answer your questions in your language.

Si el inglés no es su lengua materna (o si está leyendo esto en representación de alguien que no lee inglés), podemos ayudarle. Comuníquese con **1-833-752-1665** (TTY: **711**). Puede solicitar la información de este manual en su idioma. Tenemos acceso a servicios de interpretación y podemos ayudarle a responder a sus preguntas en su idioma.

## Statement of Non-Discrimination

SoonerSelect Children's Specialty Program complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. SoonerSelect Children's Specialty Program does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

### SoonerSelect Children's Specialty Program:

- Provides aids and services at no cost to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides language services at no cost to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact SoonerSelect Children's Specialty Program at **1-833-752-1665** (TTY: **711**). We're here for you Monday-Friday from 8 a.m. to 5 p.m.

If you believe that SoonerSelect Children's Specialty Program has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with SoonerSelect Children's Specialty Program by mail, phone, fax or email at:

#### SoonerSelect Children's Specialty Program

##### Attn: Grievances Department

P.O. Box 10353

Van Nuys CA, 91410-0353

Phone: **1-833-752-1665** (TTY: **711**)

Fax: **1-833-812-0027**

Email: **OKCompleteHealth\_Grievances@CENTENE.COM**

If you need help filing a grievance, SoonerSelect Children's Specialty Program is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

#### U.S. Department of Health and Human Services,

200 Independence Avenue SW., Room 509F, HHH Building

Washington, DC 20201

Phone: **1-800-368-1019**, **1-800-537-7697** (TDD).

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

## Declaración de No Discriminación

SoonerSelect Children's Specialty Program cumple con las leyes de derechos civiles Federales aplicables y no discrimina por raza, color, nacionalidad de origen, edad, discapacidad ni sexo. SoonerSelect Children's Specialty Program no excluye a personas ni las trata de forma diferente por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

### SoonerSelect Children's Specialty Program:

- Brinda asistencia y servicios, sin costo alguno, a las personas con discapacidades para comunicarse de manera eficaz con nosotros, como los siguientes:
  - Intérpretes de lengua de señas calificados
  - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos)
- Brinda servicios de idiomas sin costo para las personas cuyo idioma principal no es el inglés, como los siguientes:
  - Intérpretes calificados
  - Información escrita en otros idiomas

Si necesita estos servicios, llame a SoonerSelect Children's Specialty Program al **1-833-752-1665** (TTY: **711**). Atendemos de lunes a viernes, de 8 a.m. a 5 p.m.

Si considera que SoonerSelect Children's Specialty Program no le proporcionó estos servicios o que, de otra manera, lo discriminó por motivos de raza, color, nacionalidad de origen, edad, discapacidad o sexo, puede presentar una queja ante SoonerSelect Children's Specialty Program por correo postal, teléfono, fax o correo electrónico:

### SoonerSelect Children's Specialty Program

#### Attn: Grievances Department

P.O. Box 10353

Van Nuys CA, 91410-0353

Teléfono: **1-833-752-1665** (TTY: **711**)

Fax: **1-833-812-0027**

Correo electrónico: **OKCompleteHealth\_Grievances@CENTENE.COM**

Si necesita ayuda para presentar una queja, SoonerSelect Children's Specialty Program está disponible para ayudarlo.

También puede presentar una queja de derechos civiles a la U.S Department of Health and Human Services, Office for Civil Rights de manera electrónica mediante el Portal de Reclamos de la Office for Civil Rights, disponible en **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, o por correo postal o teléfono mediante la siguiente información:

### U.S. Department of Health and Human Services,

200 Independence Avenue SW., Room 509F, HHH Building

Washington, DC 20201

Teléfono: **1-800-368-1019, 1-800-537-7697** (TDD).

Los formularios de reclamo están disponibles en **<http://www.hhs.gov/ocr/office/file/index.html>**.

If you, or someone you are helping, have questions about SoonerSelect Children's Specialty Program, and are not proficient in English, you have the right to get help and information in your language at no cost and in a timely manner. If you, or someone you are helping, have an auditory and/or visual condition that impedes communication, you have the right to receive auxiliary aids and services at no cost and in a timely manner. To receive translation or auxiliary services, please contact Member Services at **1-833-752-1665** (TTY: **711**).

<b>Español (Spanish)</b>	Si usted, o alguien a quien está ayudando, tiene preguntas acerca de SoonerSelect Children's Specialty Program y no domina el inglés, tiene derecho a obtener ayuda e información en su idioma sin costo alguno y de manera oportuna. Si usted, o alguien a quien está ayudando, tiene un impedimento auditivo o visual que le dificulta la comunicación, tiene derecho a recibir ayuda y servicios auxiliares sin costo alguno y de manera oportuna. Para recibir servicios auxiliares o de traducción, comuníquese con Servicios para Miembros al <b>1-833-752-1665</b> (TTY: <b>711</b> ).
<b>Tiếng Việt (Vietnamese)</b>	Nếu quý vị hoặc người mà quý vị đang giúp đỡ có câu hỏi về SoonerSelect Children's Specialty Program và không thành thạo tiếng Anh, quý vị có quyền được trợ giúp và nhận thông tin bằng ngôn ngữ của mình miễn phí và kịp thời. Nếu quý vị hoặc người mà quý vị đang giúp đỡ mắc bệnh về thính giác và/hoặc thị giác gây cản trở giao tiếp, quý vị có quyền được nhận các hỗ trợ và dịch vụ phụ trợ miễn phí và kịp thời. Để nhận dịch vụ thông dịch hoặc dịch vụ phụ trợ, vui lòng liên hệ bộ phận Dịch Vụ Thành Viên theo số <b>1-833-752-1665</b> (TTY: <b>711</b> ).



<p><b>中文 (Chinese)</b></p>	<p>如果您，或是您正在協助的對象，有關於 SoonerSelect Children's Specialty Program 方面的問題，且不精通英語，您有權利免費並及時以您的母語獲幫助和訊息。如果您，或您正在協助的對象有聽力和/或視力上的問題，阻礙了溝通，您有權利免費並及時獲得輔助支援與服務。若要取得翻譯或輔助服務，請聯絡會員服務部，電話是 <b>1-833-752-1665</b> (TTY: <b>711</b>)。</p>
<p><b>한국어 (Korean)</b></p>	<p>귀하 또는 귀하의 도움을 받는 분이 SoonerSelect Children's Specialty Program에 대한 질문이 있는 경우 영어에 능숙하지 않으시면 해당 언어로 시의적절하게 무료 지원과 정보를 받을 권리가 있습니다. 귀하 또는 귀하의 도움을 받는 분이 청각 및/또는 시각적으로 의사소통에 장애가 있는 경우 시의적절하게 무료 보조 도구 및 서비스를 받을 권리가 있습니다. 번역 또는 보조 서비스를 받으시려면 <b>1-833-752-1665</b>(TTY: <b>711</b>) 번으로 가입자 서비스부에 연락해주시십시오.</p>
<p><b>Deutsch (German)</b></p>	<p>Falls Sie oder jemand, dem Sie helfen, Fragen zu SoonerSelect Children's Specialty Program hat und nicht Englisch spricht, haben Sie das Recht, kostenlos und zeitnah Hilfe und Informationen in Ihrer Sprache zu erhalten. Falls Sie oder jemand, dem Sie helfen, eine Hör- und/oder Sehbeeinträchtigung hat, die die Kommunikation beeinflusst, haben Sie das Recht, kostenlos und zeitnah zusätzliche Hilfe und Dienstleistungen zu erhalten. Um eine Übersetzung oder zusätzliche Dienstleistungen zu erhalten, wenden Sie sich an den Kundendienst unter <b>1-833-752-1665</b> (TTY: <b>711</b>).</p>

العربية  
(Arabic)

إذا كان لديك أو لدى شخص تساعد أسئلة حول SoonerSelect Children's Specialty Program، ولم تكن بارعًا باللغة الإنكليزية، فلديك الحق في الحصول على المساعدة والمعلومات بلغتك من دون أي تكلفة وفي الوقت المناسب. إذا كنت أنت أو أي شخص تساعد تعاني من حالة سمعية و/أو بصرية تعيق التواصل، فلديك الحق في تلقي مساعدات وخدمات إضافية من دون أي تكلفة وفي الوقت المناسب. لتلقي خدمات الترجمة أو خدمات إضافية، يرجى الاتصال بخدمات الأعضاء على **1-833-752-1665** (TTY: **711**).

မြန်မာဘာသာ  
(Burmese)

အကယ်၍ သင် သို့မဟုတ် သင်ကူညီနေသူတစ်ဦးသည် SoonerSelect Children's Specialty Program အကဲဖြတ်ခြင်း နှင့် ပတ်သက်၍ မေးခွန်းများ မေးလိုပါက အင်္ဂလိပ် လို ကျွမ်းကျင်စွာ မပြောနိုင်ပါက၊ သင့်တွင် အကူအညီ နှင့် အချက်အလက်များကို သင့်ဘာသာစကားဖြင့် အခမဲ့ပေးပို့ပေးမည့် အချိန်နှင့်တစ်ပြေးညီ ရယူ ပိုင်ခွင့်ရှိသည်။ အကယ်၍ သင် သို့မဟုတ် သင်ကူညီ နေသူတစ်ဦးသည် ဆက်သွယ်ရင်းကို အဟန့်အတား ဖြစ်စေသော အကဲဖြတ်မှု အချိန်နှင့်/သို့မဟုတ် အမည် အချိန်နှင့် သက်ဆိုင်သော အခြေအနေတစ်ခုရှိပါက၊ သင့်တွင် အရန်အကူအညီများနှင့် ဝန်ဆောင်မှုများကို အခမဲ့ပေးပို့ပေးမည့် အချိန်နှင့်တစ်ပြေးညီ ရယူ ပိုင်ခွင့်ရှိသည်။ ဘာသာပြန် သို့မဟုတ် အရန်ဝန်ဆောင်မှု များကို လက်ခံရယူရန် **1-833-752-1665** (TTY: **711**) ရှိ အဖွဲ့ဝင် ဝန်ဆောင်မှုများ ကို ဆက်သွယ်ပါ။

<p><b>Lus Hmoob (Hmong)</b></p>	<p>Yog tias koj, los sis ib tug neeg twg uas koj tab tom muab kev pab, muaj cov lus nug hais txog SoonerSelect Children’s Specialty Program, thiab tsis paub lus Askiv zoo heev, koj muaj cai tau txais kev pab thiab tej ntaub ntawv qhia paub ua koj hom lus yam tsis tau them dab tsi li thiab kom tau raws sij hawm. Yog tias koj, los sis ib tug neeg twg uas koj tab tom pab, muaj tsos mob txog kev hnov lus thiab/los sis kev pom kev uas cuam tshuam txog kev sib txuas lus, koj muaj cai kom tau txais cov kev pab thiab cov kev pab cuam ntxiv yam tsis tau them dab tsi li thiab kom tau raws sij hawm. Txhawm rau kom tau txais cov kev pab cuam txhais ntawv los sis kev pab ntxiv, thov tiv tauj Member Services (Cov Chaw Muab Kev Pab Cuam Tswv Cuab) tau ntawm <b>1-833-752-1665</b> (TTY: <b>711</b>).</p>
<p><b>Tagalog (Tagalog)</b></p>	<p>Kung ikaw, o ang iyong tinutulungan, ay may mga katanungan tungkol sa SoonerSelect Children’s Specialty Program, at hindi ka mahusay sa Ingles, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika nang walang gastos at sa maagap na paraan. Kung ikaw, o ang iyong tinutulungan, ay may kondisyon sa pandinig at/o paningin na nakakaapekto sa komunikasyon, may karapatan kang makatanggap ng mga karagdagang tulong at serbisyo nang walang gastos at sa maagap na paraan. Para makatanggap ng mga serbisyo sa pagsasalin o mga karagdagang serbisyo, mangyaring makipag-ugnayan sa Mga Serbisyo para sa Miyembro sa <b>1-833-752-1665</b> (TTY: <b>711</b>).</p>



<p><b>Français (French)</b></p>	<p>Si vous-même ou une personne que vous aidez avez des questions à propos de SoonerSelect Children's Specialty Program et que vous ne maîtrisez pas l'anglais, vous pouvez bénéficier gratuitement et en temps utile d'aide et d'informations dans votre langue. Si vous-même ou une personne que vous aidez souffrez d'un trouble auditif ou visuel qui entrave la communication, vous pouvez bénéficier gratuitement et en temps utile d'aides et de services auxiliaires. Pour profiter de services de traduction ou de services auxiliaires, veuillez contacter Services aux membres au <b>1-833-752-1665</b> (TTY : <b>711</b>).</p>
<p><b>ລາວ (Laotian)</b></p>	<p>ຖ້າທ່ານ ຫຼື ຜູ້ໃດຜູ້ໜຶ່ງທີ່ທ່ານກຳລັງໃຫ້ການຊ່ວຍເຫຼືອ, ມີຄຳຖາມກ່ຽວກັບ SoonerSelect Children's Specialty Program, ແລະ ບໍ່ຊ່ວຍຊາບພາສາອັງກິດ, ທ່ານມີສິດໄດ້ຮັບການຊ່ວຍເຫຼືອ ແລະ ຂໍ້ມູນທີ່ເປັນພາສາຂອງທ່ານໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ ແລະ ທັນເວລາ. ຖ້າທ່ານ ຫຼື ຜູ້ໃດຜູ້ໜຶ່ງທີ່ທ່ານກຳລັງໃຫ້ການຊ່ວຍເຫຼືອ, ມີສະພາບທາງການໄດ້ຍິນ ແລະ/ຫຼື ການເບິ່ງເຫັນທີ່ຂັດຂວາງການສື່ສານ, ທ່ານມີສິດໄດ້ຮັບການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການເສີມໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍ ແລະ ທັນເວລາ. ເພື່ອໃຫ້ໄດ້ຮັບການບໍລິການແປພາສາ ຫຼື ບໍລິການເສີມ, ກະລຸນາຕິດຕໍ່ຫາ Member Services (ການບໍລິການສະມາຊິກ) ໄດ້ທີ່ <b>1-833-752-1665</b> (TTY: <b>711</b>).</p>



فارسی  
(Persian)

اگر شما یا فردی که دارید به او کمک می‌کنید، سؤالی درباره  
SoonerSelect Children's Specialty Program دارید، و  
انگلیسی نمی‌دانید، حق دارید کمک و اطلاعات را به زبان خودتان  
به رایگان و به موقع دریافت کنید. اگر شما یا فردی که دارید به او  
کمک می‌کنید مشکلات شنوایی یا بینایی دارد که برقراری ارتباط  
را سخت می‌کند، حق دارید کمک‌ها و خدمات امدادی را به زبان  
خودتان به رایگان و به موقع دریافت کنید. برای دریافت کمک‌ها و  
خدمات امدادی لطفاً با خدمات اعضا به شماره **1-833-752-1665**  
(TTY: **711**) تماس بگیرید.



# Your **Oklahoma Complete Health**

## Quick Reference Guide

I WANT TO:	I CAN CONTACT:
Find a doctor, specialist, or health care service	My primary care provider (PCP) is the primary doctor providing care to me. For help with choosing my PCP, I can call Member Services at <b>1-833-752-1665 (TTY: 711)</b> .
Get the information in this handbook in another format or language	Member Services at <b>1-833-752-1665 (TTY: 711)</b> .
Keep better track of my appointments and health services	My PCP or Member Services at <b>1-833-752-1665 (TTY: 711)</b> .
Get help with getting to and from my doctor's appointments	Member Services at <b>1-833-752-1665 (TTY: 711)</b> . I can also find more information on Transportation Services in this handbook on page 28.
Get help to deal with my stress or anxiety	Oklahoma Mental Health Lifeline at <b>988</b> , at any time, 24 hours a day, 7 days a week. If I am in danger or need immediate medical attention, I will call <b>911</b> .
Get answers to basic questions or concerns about my health, symptoms or medicines	Nurse Line at <b>1-833-752-1665 (TTY: 711)</b> at any time, 24 hours a day, 7 days a week, or talk with your PCP.
<ul style="list-style-type: none"><li>· Understand a letter or notice I got in the mail from my health plan</li><li>· File a complaint about my health plan</li><li>· Get help with a recent change or denial of my health care services</li></ul>	Member Services at <b>1-833-752-1665 (TTY: 711)</b> .
Update my address or personal information	Call the SoonerCare Helpline at <b>1-800-987-7767</b> or visit <b>www.MySoonerCare.org</b> .
Find my plan's provider directory or other general information about my plan	Visit my plan's website at <b>OklahomaCompleteHealth.com</b> or call Member Services at <b>1-833-752-1665 (TTY: 711)</b> .



# Key Words Used in This Handbook

As you read this handbook, you may see some new words. Here is what we mean when we use them.

## Words/Phrases

**Abuse:** Provider or member practices that result in an unnecessary cost to the Medicaid program or in reimbursement for services that are not medically necessary.

**Advance Directive:** A set of directions you give about the medical and behavioral health care you want if you ever lose the ability to make decisions for yourself. This may include a living will, the appointment of a health care proxy or both.

**Adverse Benefit Determination:** A decision your plan can make to reduce, stop or restrict your health care services.

**American Indian/Alaska Native (AI/AN):** An individual who is a member of a federally recognized American Indian tribe; an individual who resides in an urban center and qualifies as a member of an American Indian tribe, Alaska Native, or is considered to be an American Indian under federal regulations; an individual considered by the federal government to be an American Indian for any purpose. AI/AN may be used to refer to this population.

**Appeal:** A request to your health plan to review a decision the plan made about reducing, stopping or restricting your health care services.

**Behavioral Health Emergency:** A situation in which there is a high risk of behaving in a way that could result in serious harm or death to yourself or others.

**Behavioral Health Services:** Mental health (emotional, psychological and social well-being) and substance use (alcohol and drugs) disorder diagnostic, treatment, and rehabilitation services.

**Benefits:** Medical and behavioral health care services covered by your health plan.

**Care Manager:** A specially trained health professional who works with you and your doctors to make sure you get the right care when and where you need it.



### Words/Phrases

**SoonerSelect Children's Specialty Program (CSP):** Another name for the health plan that serves foster children, former foster children, children with an open prevention services case or receiving prevention services, juvenile justice involved children, and children receiving adoption assistance.

**Copay:** A fee you pay when you get certain health care services or a prescription.

**Durable Medical Equipment:** Certain items (such as a walker or a wheelchair) your doctor can order for you to use if you have an illness or an injury.

**Emergency Medical Condition:** A situation in which your life could be threatened or you could be hurt permanently if you don't get care right away (such as a heart attack or broken bones).

**Emergency Medical Transportation:** Ambulance transportation to the nearest hospital or medical facility for an emergency medical condition.

**Emergency Room Care:** Care you receive in a hospital if you are experiencing an emergency medical condition.

**Emergency Services:** Services you receive to evaluate, treat or stabilize your emergency medical condition.

**Excluded Benefits:** Services or benefits that are not covered by the health plan.

**Expansion Adult:** An individual who is aged 19–64, with income at or below 138% of the federal poverty level, and who is determined eligible for Medicaid.

**Expedited (faster) Appeal:** If your health plan made a decision about reducing, stopping or restricting your health care services and you think waiting 30 days for an appeal decision will harm your health, this is a request to review the decision within 72 hours.

**Former Foster Children (FFC):** Individuals under age 26 who were in foster care within Oklahoma or another state when they turned 18 or aged out of foster care. If the individual aged out of foster care in a state other than Oklahoma, they must have aged out on or after Jan. 1, 2023.





## Words/Phrases

**Foster Care Children (FC):** Children currently in foster care.

**Fraud:** Intentional deception or misrepresentation made by a person resulting in some unauthorized benefit to themselves or another person.

**Grievance:** A complaint you can file if you have a problem with your health plan, provider, care or services.

**Habilitation Services and Devices:** Health care services that help you keep, learn or improve skills and functioning for daily living.

**Health Insurance:** A type of insurance coverage that pays for your health and medical costs. Your Medicaid coverage is a type of insurance.

**Home Health Care:** Certain services you receive outside a hospital or a nursing home to help with daily activities of life, such as home health aide services or skilled nursing.

**Hospice Services:** Special services for patients and their families during the final stages of illness. Hospice services include certain physical, psychological and social services that support terminally ill individuals and their families or caregivers.

**Hospital Outpatient Care:** Care you receive at a hospital or medical facility without being admitted or for a stay of less than 24 hours (even if this stay occurs overnight).

**Hospitalization:** Admission to a hospital for treatment that lasts more than 24 hours.

**Juvenile Justice Involved (OJA):** Persons currently in Office of Juvenile Affairs (OJA) custody or under its supervision by law or court order.

**Indian Health Care Provider (IHCP):** A health care program operated by Indian Health Services or by an American Indian tribe, tribal organization, or Urban Indian Organization. IHCP may be used to refer to this kind of provider. Any individual who is an American Indian or Alaska Native (AI/AN) may choose an IHCP as their primary care provider.



### Words/Phrases

**Medicaid:** A health plan that helps some individuals pay for health care. For example, the SoonerSelect Children's Specialty Program is a Medicaid health program that pays for health coverage.

**Medically Necessary:** Medical services or treatments that you need to get and stay healthy. Services must follow standards and guidelines for the prevention, diagnosis or treatment of symptoms of illness, disease or disability.

**Member:** A person enrolled in and covered by a health plan.

**Network (or Provider Network):** A group of doctors, hospitals, pharmacies and other health care professionals who have a contract with your health plan to provide health care services for its members.

**Non-Emergency Medical Transportation:** Transportation your plan can arrange to help you get to and from your appointments, including personal vehicles, taxis, vans, mini-buses and public transportation.

**Non-Expansion Adult:** An adult who qualifies for Oklahoma's Medicaid program and meets eligibility requirements such as pregnant women and parents/caretakers of dependents under age 19 who meet income limits.

**Non-Participating Provider/Out-of-Network Provider:** A physician or other provider who has not contracted with or is not employed by the health plan to deliver services under the SoonerSelect Children's Specialty Program.

**Notice of Adverse Resolution:** Written information the plan sends you if your appeal is denied.

**Notice of Resolution:** Written information the plan sends you if your appeal is granted.

**Oklahoma Health Care Authority (OHCA):** The state agency for Medicaid in Oklahoma, and the agency that oversees the SoonerSelect Children's Specialty Program.

**Out-of-Network Referral:** If your health plan does not have the specialist you need in its provider network, they may find one for you to visit who is outside your health plan.



### Words/Phrases

**Participating Provider:** A physician or other provider, including a pharmacy, who is contracted with or employed by the health plan to deliver services under the SoonerSelect Children's Specialty Program.

**Physician Services:** The services provided by an individual licensed under state law to practice medicine or osteopathy, but not services offered by doctors while you are admitted in the hospital.

**Plan (or Health Plan):** The company providing you with health insurance coverage. Your health plan is SoonerSelect Children's Specialty Program.

**Premium:** A monthly payment made for health insurance coverage. You do not have a premium in SoonerSelect Children's Specialty Program.

**Prescription Drugs:** A drug that, by law, requires a prescription by a doctor.

**Prescription Drug Coverage:** Health insurance or plan that helps pay for prescription drugs and medications.

*(general)* **Primary care provider:** A medical doctor who is trained to prevent, diagnose and treat a broad array of illnesses and injuries in the general population.

*(specific to you)* **Primary Care Provider (PCP):** The medical provider who takes care of and coordinates all your health needs, including referrals and prior authorizations. Your PCP is often the first person you should contact if you need care. Your PCP can be a physician, including an OB/GYN, a nurse practitioner, a physician assistant, or a certified nurse midwife. If you are an individual who is American Indian or Alaska Native (AI/AN), you may choose an Indian Health Care Provider as your PCP.

**Prior Authorization (PA) (or Preauthorization):** The approval needed from your plan before you can get certain health care services or medicines.

**Provider:** A health care professional or a facility that delivers health care services, such as a doctor, hospital or pharmacy.



### Words/Phrases

**Rehabilitation Services and Devices:** Health care services and equipment that help you regain skills, abilities or knowledge that may have been lost or compromised because of an illness, accident, injury or surgery. These services can include physical or speech therapy or behavioral rehabilitation services.

**Skilled Nursing Care:** Care that requires the skill of a licensed nurse.

**Specialist:** A doctor who is trained and practices in a specific area of medicine.

**Specialty Care:** Advanced medically necessary care that focuses on specific health conditions or are provided by a specialist.

**Standard Appeal:** A request to your health plan to review a decision the plan made about reducing, stopping or restricting your health care services. Your plan will make a decision on your appeal within 30 days.

**State Fair Hearing:** If you are unhappy with the final decision your health plan made on your appeal, you may request a hearing to make your case before an administrative law judge.

**Substance Use:** A condition that includes the misuse or addiction to alcohol and/or legal or illegal drugs.

**Urgent Care:** Care for a health condition that needs prompt medical attention but is not an emergency medical condition. You can get urgent care in a walk-in clinic for a non-life-threatening illness or injury (such as the flu or sprained ankle).

**Waste:** The overuse or misuse of health care services that increases Medicaid costs.

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# Welcome to Oklahoma Complete Health’s SoonerSelect Children's Specialty Program

Statement of Non-Discrimination ..... i

Your Oklahoma Complete Health Quick Reference Guide ..... x

Key Words Used in This Handbook ..... xi

Welcome to Oklahoma Complete Health’s SoonerSelect Children’s Specialty Program..... 1

**How SoonerSelect Children's Specialty Program Works ..... 1**

        The Plan, Our Providers and You..... 1

        How to Use This Handbook ..... 1

        Help from Member Services..... 2

        Other Ways We Can Help ..... 2

        Auxiliary Aids and Services ..... 3

        How You Become a Member of the SoonerSelect Children's Specialty Program ..... 3

        Your Health Plan ID Card ..... 4

**PART I: FIRST THINGS YOU SHOULD KNOW ..... 6**

    How to Choose Your PCP..... 7

    How to Change Your PCP..... 8

    How to Get Regular Health Care ..... 8

    How to Get Specialty Care — Referrals..... 10

    Inpatient Hospital Services ..... 10

    Out-of-Network Providers..... 11

    Get These Services from Oklahoma Complete Health Without a Referral ..... 11

    Emergencies..... 12

    Urgent Care ..... 12

    Care Outside Oklahoma..... 13

**PART II: YOUR BENEFITS ..... 14**

    How You Know if You are an Expansion Adult or a Non-Expansion Adult..... 15

    Benefits ..... 15

    Services Covered by Oklahoma Complete Health’s Network ..... 16

**Pharmacy ..... 24**

            Preferred Drug List..... 25

            Dispensing Limits, Quantity Limits, and Age Limits..... 25



<b>Exception Requests .....</b>	<b>25</b>
Medical Necessity Requests .....	25
Generic Substitution .....	25
Step Therapy .....	26
<b>Behavioral Health Services (Mental Health and Substance Use Disorder Services) .....</b>	<b>26</b>
<b>Transportation Services.....</b>	<b>28</b>
<b>Other Covered Services .....</b>	<b>30</b>
Value-Added Services (VAS).....	31
In Lieu of Services .....	37
<b>Tell Us About Your Health .....</b>	<b>37</b>
Complete the My Health Screening Form .....	38
<b>Notification of Pregnancy .....</b>	<b>38</b>
Get Started .....	38
<b>Rewards Program .....</b>	<b>38</b>
Extra Support to Manage Your Health .....	39
Help With Problems Beyond Medical Care .....	40
Other Programs to Help You Stay Healthy .....	40
<b>Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Benefit.....</b>	<b>40</b>
Services Not Covered .....	41
<b>If You Get a Bill .....</b>	<b>41</b>
<b>New Technology .....</b>	<b>42</b>
Plan Member Copays .....	42
<b>Your Copays Under the Plan .....</b>	<b>42</b>
<b>PART III: PLAN PROCEDURES.....</b>	<b>46</b>
Pharmacy Lock-in Program .....	47
Prior Authorization and Actions.....	47
Open Access Prior Authorization.....	47
Prior Authorization Requests for Children Under Age 21 .....	47
<b>What Happens After We Get Your Prior Authorization Request?.....</b>	<b>48</b>
<b>Prior Authorization and Timeframes .....</b>	<b>48</b>
<b>How You Can Help with Plan Policies .....</b>	<b>49</b>
Appeals .....	49
<b>More Information for Appeals.....</b>	<b>50</b>





Our Decision on Your Appeal .....51

Your Care While You Wait for a Decision on Your Appeal .....51

State Fair Hearings .....51

Your Care While You Wait for a Decision on your State Fair Hearing.....51

Requesting a State Fair Hearing ..... 52

If You Have Problems with Your Health Plan ..... 52

If You Are Unhappy with Your Plan: How to File a Grievance ..... 53

What Happens Next? ..... 53

Your Care When You Change Health Plans or Doctors ..... 53

Member Rights and Responsibilities..... 54

Your Rights ..... 54

Your Responsibilities ..... 55

Disenrollment Options ..... 56

If You Want to Leave the Plan ..... 56

You Could Become Ineligible for SoonerSelect ..... 56

We Can Ask You to Leave Oklahoma Complete Health ..... 57

Advance Directives ..... 57

Living Will..... 58

Health Care Power of Attorney ..... 58

Advance Instruction for Mental Health Treatment..... 58

Fraud, Waste and Abuse ..... 59

Important Phone Numbers ..... 59

Keep Us Informed ..... 60

Third Party Liability (TPL) Reporting ..... 60

SoonerSelect Children's Specialty Program Notice of Privacy Practice ..... 61

**PART IV: HEALTH & WELLNESS INFORMATION ..... 68**

Notification of Pregnancy Form ..... 70



# Welcome to Oklahoma Complete Health's SoonerSelect Children's Specialty Program

This handbook will be your guide to the full range of Medicaid health care services available to you. If you have questions about the information in your welcome packet, this handbook, or your new health plan, call Member Services at **1-833-752-1665** (TTY: **711**) or visit our website at **OklahomaCompleteHealth.com**. We can also help you make an appointment with your doctor and tell you more about the services you can get with your new health plan.

## How SoonerSelect Children's Specialty Program Works

### The Plan, Our Providers and You

Many people get their health benefits through programs like SoonerSelect Children's Specialty Program (CSP), which works like a central home for your health. SoonerSelect Children's Specialty Program helps coordinate and manage all your health care needs.

Oklahoma Complete Health has a contract with the Oklahoma Health Care Authority (OHCA) to meet the health care needs of foster care children, former foster children, children with an open prevention services case or receiving prevention services, juvenile justice involved children, and children receiving adoption assistance with Oklahoma Medicaid. In turn, we partner with a group of health care providers to help us meet your needs. These providers (doctors, therapists, specialists, hospitals, home care providers and other health care facilities) make up our provider network. You will find a list of participating providers in our provider directory. You can visit our website at **OklahomaCompleteHealth.com** to find the provider directory online. To search the provider directory, visit **OklahomaCompleteHealth.com**. Then use the "Find a Provider" tool. This tool will have the most up-to-date details about the provider network. You can find details such as name, address, telephone numbers, whether they are accepting new patients, professional qualifications, languages spoken, gender, specialty, and board certification status. For more information about a provider's qualifications, call Member Services. You can also call Member Services at **1-833-752-1665** (TTY: **711**) to get a free copy of the provider directory.

When you join Oklahoma Complete Health, our providers are here to support you. Most of the time, that person will be your primary care provider (PCP). The PCP is the medical provider who takes care of and coordinates all your health needs, including referrals and prior authorizations. If you need to have a test, see a specialist or go into the hospital, your PCP can help arrange it. If you need to speak to your PCP after hours or weekends, call and leave a message with information on how you can be reached. Your PCP will get back to you as soon as possible. Even though your PCP is your main source for health care, in some cases, you can go to certain doctors for some services without checking with your PCP. See page 11 for details.

## How to Use This Handbook

This handbook will tell you how Oklahoma Complete Health will work. This handbook is your guide to health and wellness services. It tells you the steps to take to make the plan work for you.



The first several pages will tell you what you need to know right away. The rest of the handbook can wait until you need it. Use it for reference or check it out a bit at a time.

When you have a question, check this handbook, ask your PCP or call Member Services at **1-833-752-1665** (TTY: **711**). You can also visit our website at **OklahomaCompleteHealth.com**.

## Help from Member Services

There is someone to help you at Member Services. Just call Member Services at **1-833-752-1665** (TTY: **711**).

For help with non-emergency issues and questions, call Member Services at **1-833-752-1665** (TTY: **711**), Monday through Friday, from 8 a.m. to 5 p.m. After business hours, calls to Member Services will be answered by the Nurse Advice Line.

In case of a medical emergency, call **911**.

**You can call Member Services to get help when you have a question.** You may call us to choose or change your PCP, to ask about benefits and services, to get help with referrals, to replace a lost ID card, to report the birth of a new baby, or to ask about any change that might affect you or your family's benefit.

**If English is not your first language (or if you are reading this on behalf of someone who doesn't read English), we can help.** We want you to know how to use your health care plan, no matter what language you speak. Just call us and we will find a way to talk with you in your own language. We have a group of people who can help.

## Other Ways We Can Help

If you have basic questions or concerns about your health, you can call our Nurse Line at **1-833-752-1665** (TTY: **711**) at any time, 24 hours a day, 7 days a week. You can get advice on when to go to your PCP or ask questions about symptoms or medications.

If you are experiencing emotional or mental distress, call the Oklahoma Mental Health Lifeline at **988** at any time, 24 hours a day, 7 days a week, to speak with someone who will listen and help. We are here to help you with problems like stress, depression or anxiety. We can connect you to the support you need to feel better.

**If you are in danger or need immediate medical attention, call 911.**

**For people with disabilities:** If you use a wheelchair or have trouble hearing or understanding, call us if you need extra help. If you are reading this on behalf of someone who is blind, deaf-blind, or has difficulty seeing, we can also help. We can tell you if a doctor's office is wheelchair accessible or is equipped with special communications devices. Also, we have services like:

- TTY machine. Our TTY phone number is: **711**.
- Information in large print.
- Help in making or getting to appointments.
- Names and addresses of providers who specialize in your condition.



# Auxiliary Aids and Services

If you have a hearing, vision or speech impairment, you have the right to receive information about your health plan, care and services in a format that you can understand and access. Oklahoma Complete Health provides free aids and services to help people communicate effectively with us, like:

- A TTY machine. Our TTY phone number is: **711**.
- Qualified American Sign Language interpreters.
- Closed captioning.
- Written information in other formats (like braille, large print, audio, accessible electronic format, and other formats).
- More formats include verbal accounts of written materials and interpretation services.

These services are available to members for free. To ask for aids or services, call Member Services at **1-833-752-1665** (TTY: **711**).

Oklahoma Complete Health complies with federal civil rights laws and does not leave out or treat people differently because of race, color, national origin, age, sex, sexual orientation, gender identity or disability. Oklahoma Complete Health will not discriminate against anyone on the basis of frequent or high-cost care, health status, need for health care services, or due to an adverse change in enrollment, disenrollment, or re-enrollment with Oklahoma Complete Health. If you believe that Oklahoma Complete Health failed to provide these services, you can file a grievance or appeal. To file a grievance or appeal, or to learn more, call Member Services at **1-833-752-1665** (TTY: **711**). You may also file a complaint about your plan with the Oklahoma Insurance Department.

# How You Become a Member of the SoonerSelect Children's Specialty Program

American Indian/Alaskan Natives (AI/AN) who are in tribal custody and children receiving prevention services will have the option to voluntarily enroll in the SoonerSelect Children's Specialty Program (CSP) through an opt-in process and may disenroll from the CSP for any reason. As an AI/AN member, if you choose not to enroll or decide to disenroll from CSP, you will be able to opt-in again during the next open enrollment period.

AI/AN members will have no co-pays and will be allowed to self-refer for services provided by out of network Indian Health Care Providers (IHCPs). You may also choose IHCPs who are participating providers with Oklahoma Complete Health as your PCP. Oklahoma Complete Health also offers AI/AN care managers.

Former foster care (FFC), adoption assistance (AA), and children receiving prevention services (PSC) will be enrolled in the SoonerSelect Children's Specialty Program (CSP) if they do not pick a different health plan. They may opt out of enrollment in the CSP and choose a different SoonerSelect plan. FFC, AA and PSC individuals enrolled in other health plans can enroll in the SoonerSelect Children's Specialty Program at any time.

Foster care (FC) and juvenile justice involved (OJA) children and youths will be automatically enrolled in the CSP upon entering custody of the state and will remain in the CSP until the reunification period.




If you are pregnant or become pregnant, your baby will be assigned to a SoonerSelect Medical Plan, or you may choose which plan. If you become pregnant, call Oklahoma Complete Health to choose a doctor for both you and your baby before your baby is born.

Individuals who are not required to enroll in the CSP will have the option to choose a health plan when first enrolled and during open enrollment periods, about every twelve months. If you don’t choose a health plan, SoonerCare will assign one to you, but you can disenroll from your assigned health plan and choose a different health plan any time within the first 90 days after your health plan benefits begin or during an open enrollment period.

## Your Health Plan ID Card

Your Oklahoma Complete Health ID card is mailed to you within 7 days after you enroll in your health plan. We use the mailing address on file at Oklahoma Health Care Authority. It will have your Medicaid identification number and information on how you can contact us if you have any questions. Your ID card will have Oklahoma Complete Health’s claims information for providers to use. If anything is wrong on your Oklahoma Complete Health ID card, call us right away. If you lose your card, we can help; call Member Services at **1-833-752-1665** (TTY: **711**). Carry your ID card always and show it each time you go for care.


View your member materials anytime through your member portal at **Member.OklahomaCompleteHealth.com**. Create your own online member portal account to view claims, get a new ID card, update your information, and more!

 SoonerSelect

MEMBER ID: 1234567890123

SAMPLE A SAMPLER SAMPLE

CSP



Member Date of Birth: 01/01/1980  
Card Issued: 02/01/2023

Member portal

You may have some cost for certain services (please see your Member Handbook). You will never have any cost for Emergency Services, Preventive Services or Family Planning Services and Supplies.

RXBIN: 003858  
RXPCN: MA  
RXGRP: 2HFA

www.oklahomacompletehealth.com

Member Services / Nurse Advice Line

1-833-752-1665 (TTY: 711)

Mental Health Crisis Life Line

988 (TTY: 711)

Non-Emergency Transportation

1-877-718-4212 (TTY: 711)

Tobacco Quit Line

1-800-784-8669 (TTY: 711)

Provider Services

1-833-752-1665 (TTY: 711)

Pharmacist Only

1-833-750-3682 (TTY: 711)

Submit Medical Claims to:

Oklahoma Complete Health, PO Box 8060 Farmington, MO 63640-8060

Payor ID: 68069

FOR EMERGENCIES: Call 911 or go to the nearest emergency room.

After treatment, call your PCP within 24 hours or as soon as possible.







# **PART I: FIRST THINGS YOU SHOULD KNOW**



# How to Choose Your PCP

Your primary care provider (PCP) is a doctor, nurse practitioner, physician assistant, or another type of provider who will care for your health, coordinate your needs, and help you get referrals for specialized services if you need them. There are lots of types of health care providers. Yours may be a general practitioner or family medicine, internal medicine, pediatrics, or Indian Health Care Provider. When you enroll in Oklahoma Complete Health, you will have an opportunity to choose your own PCP. To choose your PCP, call Member Services at **1-833-752-1665** (TTY: **711**). If you do not select a PCP, we will choose one for you. If we choose a provider for you, we will try to choose a provider you have seen before. Any provider we choose for you will be close to your home. (See "How to Change Your PCP" to learn how you can change your PCP.)

### When deciding on a PCP, you may want to find a PCP who:

- You have seen before;
- Understands your health needs;
- Is taking new patients;
- Can serve you in your language; and
- Is easy to get to.

Each family member enrolled in Oklahoma Complete Health can have a different PCP, or you can choose one PCP to take care of the whole family. A pediatrician treats children from birth through 18. Family practice doctors treat the whole family. Internal medicine doctors treat adults ages 19 and older. Call Member Services at **1-833-752-1665** (TTY: **711**) to get help with choosing a PCP who is right for you and your family.

You can find the list of all the doctors, clinics, hospitals, labs and others who partner with Oklahoma Complete Health in our provider directory. You can visit our website at **OklahomaCompleteHealth.com** to look at the provider directory online. You can also call Member Services at **1-833-752-1665** (TTY: **711**) to get a copy of the provider directory.

Women can choose an OB/GYN to serve as their PCP, but do not have to. Women do not need a PCP referral to see an OB/GYN doctor or another provider who offers women's health care services. Women can get routine check-ups, follow-up care if needed, and regular care during pregnancy.

If you have a complex health condition or a special health care need, you may be able to choose a specialist to act as your PCP. To choose a specialist as your PCP, call Member Services at **1-833-752-1665** (TTY: **711**).

If your provider leaves Oklahoma Complete Health, we will tell you within 15 days from when we know about this. If the provider who leaves Oklahoma Complete Health is your PCP, we will contact you to help you choose another PCP. If you are actively getting treatment, we will work with you and your terminating provider. We will make sure you continue to get the care you need until you are moved to your new provider.

If you are an American Indian/Alaska Native individual, you may choose an Indian Health Care Provider as your PCP, but you don't have to.

### The PCP may be chosen by:

- Child welfare specialist or specialist's supervisor for foster care children;
- Juvenile justice involved (OJA) target case manager (TCM) or TCM's supervisor for OJA children;
- OJA or foster care (FC) children's authorized representative; or
- Adoption assistance children's parent or guardian.



As an Oklahoma Complete Health member, you can choose who you see for your healthcare needs from our network of doctors and providers. We have many for you to choose from. View our online provider directory for a list of our providers at **OklahomaCompleteHealth.com**. If you need help choosing a doctor, call Member Services at **1-833-752-1665** (TTY: **711**).

## How to Change Your PCP

When you enroll in Oklahoma Complete Health, you can select a primary care provider (PCP) from our network after your benefits with Oklahoma Complete Health begin. If you do not pick a PCP, we will choose one for you. Whether you choose a PCP for yourself or Oklahoma Complete Health chooses a PCP for you, you can change your PCP within the first month and that change will become effective the next business day. After that, you can change your PCP any time and the change will become effective the next business day. You do not have to give us a reason for the change. If you'd like to change your PCP, you can do so by calling Member Services at **1-833-752-1665** (TTY: **711**). You can also change your PCP by visiting your secure member portal at **Member.OklahomaCompleteHealth.com**.

- FC and OJA children can have their PCP changed any time with an effective date of the next business day.

## How to Get Regular Health Care

Regular health care means exams, regular check-ups, shots or other treatments to keep you well, advice when you need it, and referrals to the hospital or specialists when you need them. It means you and your primary care provider (PCP) work together to keep you well or to see that you get the care you need.

Day or night, your PCP is only a phone call away. Be sure to call your PCP if you have a medical question or concern. If you call after hours or on weekends, leave a message and information on how you can be reached. Your PCP will call you back as quickly as possible. Remember, your PCP knows you and knows how your health plan works. There is also a 24-hour Nurse Advice Line that can help you at any time. The phone number is **1-833-752-1665** (TTY: **711**).

Your PCP will take care of most of your health care needs, but you must have an appointment to see your PCP. If you cannot keep an appointment, it is important to call to let your PCP know as soon as you know.

**Making your first regular health care appointment.** As soon as you choose or are assigned a PCP, call to make a first appointment. There are several things you can do to help your PCP get to know you and your health care needs. Your PCP will need to know as much about your medical history as possible. Make a list of your medical history, any problems you have now, and the questions you want to ask your PCP. Bring any medications and supplements that you are taking with you to the visit. In most cases, your first visit should be within 3 months of you joining Oklahoma Complete Health.

**If you need care before your first appointment,** call your PCP's office to explain your concern. Your PCP will give you an earlier appointment. You should still keep the first appointment to talk about your medical history and ask questions.

**If you need care before you choose or are assigned a PCP,** call Member Services at **1-833-752-1665** (TTY: **711**) for help.



It is important to Oklahoma Complete Health that you can visit a doctor within a reasonable amount of time, depending on what the appointment is for. When you call for an appointment, use the appointment guide below to know how long you can expect to wait to be seen.

APPOINTMENT GUIDE	
IF YOU CALL FOR THIS TYPE OF SERVICE:	YOUR APPOINTMENT SHOULD TAKE PLACE:
PCP (services like routine health check-ups or immunizations)	Within 30 days from date of request for a routine appointment. Within 72 hours for non-urgent sick visits. Within 24 hours for urgent care.
OB/GYN	Within 30 days from date of request for a routine appointment.
OB/GYN	Maternity care: First trimester — within 14 calendar days. Second trimester — within 7 calendar days. Third trimester — within 3 business days.
Specialty	Within 60 days from date of request for a routine appointment. Within 24 hours for urgent care.
Mental Health	
Mental health	Within 30 days from date of request for a routine appointment. Within 7 days of residential care and hospitalization. Within 24 hours for urgent care. For mental health emergencies, please call the Oklahoma Mental Health Lifeline at 988.
Substance Use Disorders	
Substance use	Within 30 days from date of request for a routine appointment. Within 7 days of residential care and hospitalization. Within 24 hours for urgent care.

If you are having trouble getting the care you need within the time limits described above, call Member Services at **1-833-752-1665** (TTY: **711**).



## How to Get Specialty Care — Referrals

If you need specialized care that your primary care provider (PCP) cannot give, you can see a specialist who can. A specialist is a doctor who is trained and practices in a specific area of medicine (like a cardiologist or a surgeon). You do not need a referral to get an examination from an in-network specialist – we will still pay for your care. However, we encourage you to talk about your healthcare needs with your PCP before you see a specialist, because your PCP can help guide you to the right kind of provider. There are also some treatments and services that your PCP must ask Oklahoma Complete Health to approve before you can get them. Your PCP will be able to tell you what they are. You can also call Member Services at **1-833-752-1665** (TTY: **711**) if you have questions about whether you need a referral for a particular service.

Talk with your PCP or call Member Services at **1-833-752-1665** (TTY: **711**) to be sure you know how referrals work.

If you think a specialist does not meet your needs, talk with your PCP. Your PCP can help you if you need to see a different specialist.

If you have trouble getting a referral you think you need, contact Member Services at **1-833-752-1665** (TTY: **711**).

If Oklahoma Complete Health does not have a specialist in our provider network who can give you the care you need, we will refer you to a specialist outside our plan. This is called an out-of-network referral. Your PCP or another network provider must ask Oklahoma Complete Health for approval before you can get an out-of-network referral.

When we get the request for out of network provider services, Oklahoma Complete Health will assess the unique context around the healthcare needs of the member. Decisions for most non-urgent prior authorization requests are made within 72 hours of receipt of the request. This timeframe can be extended up to 14 calendar days. Decisions for urgent prior authorizations will be made within 24 hours, or one calendar day. For information about your request, please call Member Services at **1-833-752-1665** (TTY: **711**).

It is important you get a referral before seeing an out-of-network provider. If you do not, there may be a delay in services, and you may be responsible for paying for the services.

Sometimes, we may not approve an out-of-network referral because we have a provider in Oklahoma Complete Health's network who can treat you. If you do not agree with our decision, you can appeal our decision. See page 49 to find out how.

Sometimes, we may not approve an out-of-network referral for a specific treatment because you asked for care that is not very different from what you can get from an Oklahoma Complete Health provider. If you do not agree with our decision, you can appeal our decision. See page 49 to find out how.

If you have a complex health condition or a special health care need, you may be able to choose a specialist to act as your PCP. To choose a specialist as your PCP, call Member Services at **1-833-752-1665** (TTY: **711**).

## Inpatient Hospital Services

Oklahoma Complete Health covers inpatient hospital services. If you need to be admitted to a hospital and it is not an emergency, your PCP or specialist will arrange for you to go to a hospital in the Oklahoma Complete Health network and will follow your care even if you need other doctors during your hospital stay.



Oklahoma Complete Health must approve all services. To find out if a hospital is in the Oklahoma Complete Health network or if you have any other questions on hospital services, please call Member Services **1-833-752-1665** (TTY: **711**) or go to the provider directory on the Oklahoma Complete Health website at **OklahomaCompleteHealth.com**. If you have an emergency and are admitted to the hospital, you or a family member or friend should let your PCP know as soon as possible but no later than 24 hours after you were admitted to the hospital.

## Out-of-Network Providers

A participating provider is a physician or other provider who is contracted with or employed by Oklahoma Complete Health to deliver services under the CSP. A non-participating provider is a physician or other provider who has not contracted with or is not employed by Oklahoma Complete Health to deliver services under the CSP. If we do not have a specialist in our provider network who can give you the care you need, we will get you the care you need from a specialist outside our plan, or an out-of-network provider. For help and more information about getting services from an out-of-network provider, talk to your primary care provider (PCP) or call Member Services at **1-833-752-1665** (TTY: **711**).

You can receive family planning services (birth control) from a doctor that is not an Oklahoma Complete Health doctor. You do not have to get a referral from your PCP, but you must visit an Oklahoma Medicaid provider. If you are AI/AN, you may receive services from any Indian Health Care Provider (IHCP), even if the IHCP is out of network.

## Get These Services from Oklahoma Complete Health Without a Referral

**You do not need a referral to get these services:**

- Primary care
- An examination or consultation with a specialist
- Behavioral health services
- Substance use disorder treatment
- Vision services
- Emergency services
- Well-child checkups/EPSDT
- Family planning services and supplies
- Prenatal care
- Department of health providers, including mobile clinics
- Services provided by IHCPs to AI/AN health plan members





# Emergencies

If you believe you have an emergency, call **911** or go to the nearest emergency room. If you believe you have a mental health emergency, call **988**.

You do not need approval from your plan or your primary care provider (PCP) before getting emergency care, and you are not required to use our hospitals or doctors.

**If you're not sure, call your PCP at any time, day or night. Tell the person you speak with what is happening. Your PCP's team will:**

- Tell you what to do at home;
- Tell you to come to the PCP's office; or
- Tell you to go to the nearest urgent care clinic or emergency room.
- If you are out of the area when you have an emergency:
  - Go to the nearest emergency room.

**Remember:** Use the emergency room only if you have an emergency. If you have questions, call your PCP or Oklahoma Complete Health Member Services at **1-833-752-1665** (TTY: **711**).

**You are always covered for emergencies. An emergency medical condition is a situation in which your life could be threatened, or you could be hurt permanently if you don't get care right away. Some examples of an emergency are:**

- A heart attack or severe chest pain
- Bleeding that won't stop
- A bad burn
- Broken bones
- Trouble breathing, convulsions or loss of consciousness
- When you feel you might hurt yourself or others
- If you are pregnant and have signs like pain, bleeding, fever or vomiting
- Drug overdose

Some examples of non-emergencies are colds, upset stomach or minor cuts and bruises. Non-emergencies may also be family issues or a break-up. These may feel like an emergency, but they are not a reason to go to the emergency room unless you are in immediate danger of harm.

# Urgent Care

**You may have an injury or an illness that is not an emergency but still needs prompt care and attention. This could be:**

- A child with an earache who wakes up in the middle of the night and won't stop crying
- Flu symptoms



- If you need stitches
- A sprained ankle
- A bad splinter you cannot remove

You can walk into an urgent care clinic to get care the same day or make an appointment for the next day. Whether you are at home or away, call your primary care provider (PCP) any time, day or night. If you cannot reach your PCP, call Member Services at **1-833-752-1665** (TTY: **711**). Tell the person who answers what is happening. They will tell you what to do.

## Care Outside Oklahoma

In some cases, Oklahoma Complete Health may pay for health care services you get from a provider located just beyond the Oklahoma border or in another state. Your PCP and Oklahoma Complete Health can give you more information about which providers and services are covered outside of Oklahoma by your health plan, and how you can get them if needed. If you need medically necessary emergency care while traveling anywhere within the United States and its territories, Oklahoma Complete Health will pay for your care. If no options for delivering medically necessary service are available within the state, Oklahoma Complete Health shall provide for these services through out-of-state Providers. Oklahoma Complete Health will facilitate such referrals as appropriate.

Your health plan will not pay for care received outside of the United States and its territories.

If you have any questions about getting care outside of Oklahoma or the United States, talk with your PCP or call Member Services at **1-833-752-1665** (TTY: **711**).



# **PART II: YOUR BENEFITS**



The rest of this handbook is for your information when you need it. It lists covered and non-covered services. If you are having problems with your health plan, the handbook tells you what to do. The handbook has other information you may find useful. Keep it handy for when you need it.

## How You Know if You are an Expansion Adult or a Non-Expansion Adult

Non-expansion adults are individuals who qualify for Oklahoma's Medicaid program and meet eligibility requirements such as those who are eligible for Medicare, pregnant women, or needy caretakers of dependents under age 19 who meet the income requirements listed at <https://oklahoma.gov/ohca/individuals/mysooner/hca/apply-for-sooner/hca-online/eligibility/income-guidelines.html>.

Expansion adults are individuals who meet income requirements, are ages 19 to 64, and determined eligible for Medicaid; but do not meet requirements for age, blind or disabled, breast and cervical cancer, or Medicare. Eligible income means someone earns at or below 138% of the federal poverty level. See the income guidelines at <https://oklahoma.gov/ohca/individuals/mysooner/hca/apply-for-sooner/hca-online/eligibility/income-guidelines.html>.

Former Foster Care adults are non-expansion adults.

## Benefits

SoonerSelect provides benefits or health care services covered by your plan.

**Oklahoma Complete Health will provide or arrange for most health services that you will need. Your health benefits can help you stay as healthy as possible if you:**

- Are pregnant;
- Are sick or injured;
- Experience a substance use disorder or have other behavioral health care needs;
- Need help getting to the doctor's office; or
- Need medications.

The section below describes the specific services covered by Oklahoma Complete Health. Ask your primary care provider (PCP) or call Member Services at **1-833-752-1665** (TTY: **711**) if you have any questions about your benefits.

**You can get some services without going through your PCP.** These include primary care, emergency care, women's health services, family planning services, children's screening services, services provided at local health departments, school-based services, and some behavioral health services. You can find more information about these services on page 11.

You will receive all SoonerSelect dental benefits from a separate dental plan that you choose. Your choices are DentaQuest and LIBERTY Dental. SoonerSelect Children's Specialty Program will provide transportation to your dental appointments. See page 28 for more information on how to schedule transportation.



# Services Covered by Oklahoma Complete Health's Network

**In most situations, you must get the services below from the providers who are in Oklahoma Complete Health's network.** Services must be medically necessary and provided, coordinated or referred by your PCP. Talk with your PCP or call Member Services at **1-833-752-1665** (TTY: **711**) if you have any questions or need help with any health services.

Service	Children (under 21)	Non-Expansion Adults (21 and over)	Expansion Adults (21 and over)
Advanced Practice Registered Nurse (APRN)	Covered.	Covered: Four (4) outpatient visits per month.	Limit can be exceeded based on medical necessity.
Allergy testing	Covered.	Covered. Limited to 60 tests every three years. Some services may require prior authorization. Limit can be exceeded based on medical necessity.	
Alternative Treatment for Pain Management	Covered.	Physical therapy when provided in a non-hospital-based setting: a. Initial evaluation covered without prior authorization (PA). b. 12 hours per year requires PA.  Chiropractic services: a. Initial evaluation covered without PA. b. 12 visits per year requires PA.  PA limits can be exceeded based on medical necessity.	
Ambulance or emergency transportation	Covered.		
Ambulatory surgical center	Covered.		



Service	Children (under 21)	Non-Expansion Adults (21 and over)	Expansion Adults (21 and over)
Bariatric surgery	Covered, upon meeting pre-surgical evaluation and weight-loss requirements.  Prior authorization required.	Covered, upon meeting pre-surgical evaluation and weight-loss requirements.  Not covered for treatment of obesity alone.  Prior authorization (PA) required.	
Certified registered nurse anesthetist and anesthesiologist assistants	Covered.		
Chemotherapy	Covered.		
Clinic services	Covered.  Some services may require a prior authorization (PA).		
Diabetes education	Covered, 10 hours per first year; 2 hours per subsequent year.  Limits can be exceeded based on medical necessity and under EPSDT.	Covered, 10 hours per first year; 2 hours per subsequent year.	Covered, 10 hours per first year; 2 hours per subsequent year.  Limit can be exceeded based on medical necessity.
Diagnostic testing entities	Covered.  Some services may require a prior authorization.		
Donor Human Breast Milk	Covered during the first year of life.  Prior authorization required.	Not covered.	
Durable medical equipment supplies and appliances	Covered.  Requires a prescription by a medical provider.  Some services may require a prior authorization (PA).		



Service	Children (under 21)	Non-Expansion Adults (21 and over)	Expansion Adults (21 and over)
Early and Periodic Screening, Diagnostic and Treatment (EPSDT) and early intervention services, including health and immunization history; physical exams; various health assessments and counseling; lab and screening tests; necessary follow-up care; and applied behavioral analysis (ABA) services	Covered.  Some services may require prior authorization.	Not covered.	
Emergency room/ department	Covered.		
Eye care to treat a medical or surgical condition	Covered.		
Family planning services	Covered.		
Federally Qualified Health Center (FQHC) and Rural Health Clinic (RHC) services	Covered.		
Genetic counseling and testing	Covered for pregnant members and members meeting medical necessity criteria.  May require a prior authorization (PA).		
Hearing services	Covered.  May require prior authorization.	Not covered.	



Service	Children (under 21)	Non-Expansion Adults (21 and over)	Expansion Adults (21 and over)
Home health care services	Covered.		
Hospice (non-hospital based)	Covered for members with a life expectancy of 6 months or less.	Not covered.	Covered for members with a life expectancy of 6 months or less.
Immunizations	Covered.		
Infusion therapy	Covered.	Covered when medically necessary and not considered a compensable part of the procedure.	
Inpatient hospital services	Covered.	<b>Covered:</b> <ul style="list-style-type: none"><li>a. Inpatient hospital services (inpatient stay): no limit.</li><li>b. Inpatient physician services: covered.</li><li>c. Inpatient surgical services: no limit.</li><li>d. Inpatient rehabilitation hospital services: 90 days per individual per state fiscal year (SFY).</li></ul> <b>Amount limits can be exceeded based on medical necessity.</b>	<b>Covered:</b> <ul style="list-style-type: none"><li>a. Inpatient hospital services (inpatient stay): no limit.</li><li>b. Inpatient physician services: covered.</li><li>c. Inpatient surgical services: no limit.</li><li>d. Inpatient rehabilitation hospital services: 90 days per individual per SFY.</li></ul> <b>Amount limits can be exceeded based on medical necessity.</b>
Laboratory, X-ray, diagnostic imaging and imaging (CT/PET scans and MRIs)	Covered. Some services may require a prior authorization (PA).		
Lactation consultant (help with breastfeeding)	Covered for pregnant and postpartum members.		





Service	Children (under 21)	Non-Expansion Adults (21 and over)	Expansion Adults (21 and over)
Lodging and meals for the health plan member and/or one approved medical escort	Covered. Services require prior authorization.		
Long-term care hospital for children	Covered.	Not covered.	
Mammograms	Covered.		
Maternal and infant licensed clinical social worker (LCSW) services	Covered for pregnant and postpartum members.		
Non-emergency medical transportation (NEMT)	Covered.		
Nurse midwives	Covered under EPSDT.	Covered.	
Nursing facility and ICF-IID services	Covered for up to 60 days pending the level of care determination.		
Nutrition services (dietician)	Covered (includes dietician and nutritional counseling).	Covered up to 6 hours per year. Nutritional services for treatment of obesity are not covered. Services must be for diagnosing, treating or preventing, or minimizing effects of illness.	Covered up to 6 hours per year. Nutritional services for treatment of obesity are not covered. Services must be for diagnosing, treating or preventing, or minimizing effects of illness.  Limits can be exceeded based on medical necessity.



Service	Children (under 21)	Non-Expansion Adults (21 and over)	Expansion Adults (21 and over)
Orthotics	Covered.	Not covered.	Covered without limitations when medically necessary.
Outpatient hospital and surgery services	Covered.		
Parenteral/enteral nutrition (IV and tube-feeding)	Covered. Some services may require a prior authorization (PA).		
Personal care	Covered.		
Physician and physician assistant services	Covered.	Covered. Limit 4 visits per month (hard limit).	Covered. Limit 4 visits per month.  Limit can be exceeded based on medical necessity.
Podiatry	Covered.	Covered.  All outpatient visits are subject to the 4-visit per month limit.	
Post-stabilization care services	Covered.		
Pregnancy and maternity services, including prenatal, delivery and postpartum	Covered.		
Preventive care and screening	Refer to EPSDT coverage.	Covered for outpatient hospital services, other laboratory and X-ray services, diagnosis and treatment of conditions found, clinic services, screening services, and rehabilitative services. There is not a stand-alone preventive services benefit package for adults providing coverage for all services.	



Service	Children (under 21)	Non-Expansion Adults (21 and over)	Expansion Adults (21 and over)
Private duty nursing	Covered up to 16 hours per day. Additional hours available for 30 days following a stay in the hospital or when regular caregiver is not available.	Not covered.	This service is substituted with skilled nursing under the home health services benefit.
Prosthetic devices	Covered when prior authorized.	Limited coverage with required prior authorization (PA). Only breast prosthesis and support accessories and prosthetic devices are covered when part of surgery.	Covered without limitations when medically necessary.
Public health clinic services	Covered.	Covered: 4 visits per month.	Covered: 4 visits per month.  Limit can be exceeded based on medical necessity.
Radiation	Covered.		
Reconstructive surgery	Covered.  May require prior authorization.	Covered.  Non-cosmetic breast reconstruction/implantation/removal is covered only when it is a direct result of a mastectomy which is medically necessary.  May require prior authorization (PA).	
Renal dialysis facility services	Covered.		
Routine patient cost in qualifying clinical trials	Covered to the extent that the provision of the service would otherwise be covered outside of the participation in the clinical trial.		



Service	Children (under 21)	Non-Expansion Adults (21 and over)	Expansion Adults (21 and over)
School-based health related services	Covered.	Not covered.	
Telehealth	Covered.		
Therapy services: physical therapy (PT), occupational therapy (OT), and speech therapy (ST)	<b>OT and PT:</b> a. Initial evaluation covered without prior authorization (PA). b. Treatment requires prior authorization (PA). <b>ST:</b> a. Evaluation and treatment require prior authorization (PA).	<b>Rehabilitative services:</b> a. 15 visits per year for each OT, PT and ST (cumulative total 45 visits).	<b>Habilitative services:</b> a. 15 visits per year for each OT, PT and ST (cumulative total: 45 visits). <b>Rehabilitative services:</b> a. 15 visits per year for each OT, PT and ST (cumulative total: 45 visits).
Organ transplant services	Covered with a prior authorization (PA). Cornea and kidney transplants do not require PA.		
Urgent care centers or facilities	Covered.	Up to 4 outpatient visits per month.	Up to 4 outpatient visits per month.  Limit can be exceeded based on medical necessity.
Vision services	Covered, with a limit of 2 eyeglass frames per year.	Coverage to treat a medical or surgical condition only. No coverage for routine eye exams.	



## Pharmacy

Talk with your pharmacist or call Member Services at **1-833-752-1665** (TTY: **711**) if you have any questions or need help with your pharmacy services.

Service	Children (under 21)	Non-Expansion Adults	Expansion Adults
Prescription drugs	Covered.	Covered. 6 prescriptions per month (includes specialty drugs). 2 of 6 prescriptions can be brand name per month. 2 of 6 prescriptions can be non-preferred / preferred brand name per month. Up to 3 can be brand name drugs with prior authorization (PA) (within the 6-prescription limit). All can be generic. Some may require prior authorization (PA).	
Medication-assisted treatment services	Includes: <ul style="list-style-type: none"><li>• Drugs/agents used for substance use disorder treatment.</li><li>• Opioid treatment programs (OTPs).</li><li>• OTP services require prior authorization (PA).</li></ul>		
Tobacco cessation products (to help you quit using tobacco)	Nicotine replacement therapy (NRT) products (including patches, gum, lozenges, inhalers and nasal spray) and Zyban®/Bupropion to include combination therapy of these products are covered. Chantix®/Varenicline is covered up to 180 days per 12 months. Tobacco cessation products are covered without duration limits, PA or co-payment and do not count against monthly prescription limits. 8 tobacco cessation counseling sessions with contracted providers per year.		
Diabetic supplies (insulin, syringes, test strips, lancets and pen needles)	Covered.		
Family planning supplies	Covered.		
Enteral nutrition	Covered if administered via gravity, syringe or pump. May require prior authorization (PA).		



### Preferred Drug List

The Oklahoma Complete Health Formulary, or Preferred Drug List (PDL), is a guide to available brand and generic drugs that are approved by the Food and Drug Administration (FDA) and covered through your prescription drug benefit. The PDL can be found on the Oklahoma Complete Health website at **OklahomaCompleteHealth.com**. The PDL has all drugs available without prior authorization (PA) and those agents that have the limits, such as PA. The PA list includes those drugs that require PA for coverage. The PDL applies to drugs you receive at retail pharmacies. The PDL is developed by and continually assessed by the state of Oklahoma and Oklahoma Complete Health pharmacy and therapeutics (P&T) committee to promote the appropriate and cost-effective use of medications. The committee is made up of the Oklahoma Complete Health medical director, pharmacy director, and several primary care physicians, pharmacists, and specialists.

The PDL is not meant to be a full list of the drugs covered under your prescription benefit. Not all dosage, forms, or strengths of a drug may be covered. This list is periodically reviewed and updated.

Annual updates and major changes in drug coverage and pharmaceutical (drug) management edits are sent to providers and members by direct mail (e.g. fax, email, mail), as needed.

### Dispensing Limits, Quantity Limits, and Age Limits

A 34-day supply is the maximum amount given for each new or refilled non-controlled substance. Exceptions are made for some maintenance medications which allow up to a 90-day supply. A total of 80 percent of the days supplied must have passed before the prescription can be refilled. Dispensing outside the quantity limit (QL) or age limits (AL) requires PA. Oklahoma Complete Health may limit how much of a medication you can get at one time. If the physician/clinician feels you have a medical reason for getting a larger amount, he or she can ask for PA. If Oklahoma Complete Health does not grant PA, we will notify you and your physician/clinician and provide information regarding the appeal process.

Some medications on the Oklahoma Complete Health PDL may have AL. These are set for certain drugs based on Food and Drug Administration (FDA) approved labeling, for safety concerns and quality standards of care. The AL aligns with current FDA alerts for the appropriate use of pharmaceuticals.

### Exception Requests

#### Medical Necessity Requests

If the member needs a medication that does not appear on the PDL, the member's doctor can make a medical necessity (MN) request for the medication. It is anticipated that such exceptions will be rare and that PDL medications will be suitable to treat the bulk of medical conditions.

#### Generic Substitution

Generic drugs have the same active ingredients as their brand name counterparts. Active ingredients are the parts of the drug that directly affect you. Generic drugs should also be considered the first line of treatment. The FDA requires generics to be safe and work the same as brand name drugs. If there is no generic available, there may be more than one brand name drug to treat a condition. Preferred brand name drugs are listed on the PDL to help identify brand drugs that are clinically appropriate, safe, and cost-effective options, if a generic on the formulary is not suitable for your condition.



## Step Therapy

Some medications listed on the Oklahoma Complete Health PDL may require that you try certain drugs before you can get the step therapy (ST) medication. If Oklahoma Complete Health has a record that the required drug was tried first, the ST medications are automatically covered. If Oklahoma Complete Health does not have a record that the required drug was tried, you or your physician/clinician may be required to provide extra details. If Oklahoma Complete Health does not grant PA, we will let you and your physician/clinician know and give details regarding the appeal process.

## Behavioral Health Services (Mental Health and Substance Use Disorder Services)

Behavioral health care includes mental health (your emotional, psychological, and social well-being) and substance use (alcohol and drugs) disorder treatment and rehabilitation services. All members have access to services to help with mental health issues like depression or anxiety, or to help with alcohol or other substance use disorders. These services can include:

- Medication-assisted therapy (MAT)
- Tobacco cessation (to help you quit using tobacco)
- Behavioral health crisis services

If you believe you need access to more intensive behavioral health services that your plan does not provide, talk with your PCP or call Member Services **1-833-752-1665** (TTY: **711**).

Service	Children (Under 21)	Non-Expansion Adults	Expansion Adults
Applied Behavioral Analysis	Covered. Requires prior authorization (PA).	Not covered.	
Certified Community Behavioral Health (CCBH) Services	Covered.		
Day treatment services	Covered when prior authorized for a minimum of 3 hours per day for 4 days per week.	Not covered.	
Inpatient hospital — freestanding psychiatric	Covered. Requires prior authorization (PA).	Ages 21–64: Covered when prior authorized. Maximum of 60 days per episode.  Ages 65 and older: Covered when prior authorized.	



Service	Children (Under 21)	Non-Expansion Adults	Expansion Adults		
Inpatient hospital — general acute	Covered. Requires prior authorization (PA).				
Licensed behavioral health provider (who can bill independently)	Covered. Requires prior authorization (PA).	Not covered.			
Medication-assisted treatment services	Covered. Includes: <ul style="list-style-type: none"><li>• Suboxone® (buprenorphine/naloxone SL films)</li><li>• Vivitrol</li><li>• Methadone</li></ul>				
Opioid treatment programs	Covered. Requires prior authorization (PA).				
Outpatient behavioral health agency services	Covered. Requires prior authorization (PA).				
Partial hospitalization	Covered when prior authorized for a minimum of 3 hours per day for 5 days per week.				
Peer recovery support services	Covered for ages 16–21 when prior authorized.	Covered. Prior authorization (PA) required.			
Program for Assertive Community Treatment (PACT) services	Covered for ages 18–21.	Covered.			
Psychiatric residential treatment facility	Covered. Prior authorization (PA) required.	Covered for individuals under 21. Prior authorization (PA) required.			
Psychiatrist	Covered.				





Service	Children (Under 21)	Non-Expansion Adults	Expansion Adults
<b>Psychologist (who can bill independently)</b>	Covered. Prior authorization (PA) required.		
<b>Substance abuse treatment (outpatient, inpatient, and residential)</b>	Outpatient substance abuse treatment: Covered when prior authorized. Residential substance abuse treatment: Covered.		
<b>Targeted case management</b>	Covered for targeted populations when prior authorized.		
<b>Therapeutic behavioral services, family support and training</b>	Covered for children with SED in a systems of care wraparound team.	Not covered.	
<b>Therapeutic foster care</b>	Covered. Prior authorization (PA) required.	Not covered.	

## Transportation Services

**Emergency:** If you need emergency transportation (an ambulance), call **911**.

**Non-emergency:** Oklahoma Complete Health can arrange and pay for your transportation to help you get to and from your appointments for Medicaid-covered care. This service is free to you. If you need an attendant to go with you to your doctor's appointment, or if your child (18 years old or younger) is a member of the plan, the transportation is also covered for the attendant or parent or guardian. Non-emergency transportation includes personal vehicles, taxis, vans, ambulatory vehicles, and public transportation.

**Special considerations for non-emergency transportation:** Enhanced transportation (ride) services for members include:

- Five roundtrips per member per year for social outings and visits with biological family.
- Five roundtrips per member per year to support Social Determinants of Health needs:
  - Food resources
  - Childcare
  - Education
  - WIC
  - Job interviews
  - Support groups
- Transportation for biological parents to attend medical visits in support of reunification as well as transportation for members to attend OJA appointments.

If you need a ride outside of operating hours, please contact your transportation specialist.



### How to get non-emergency transportation.

Oklahoma Complete Health has a contract with ModivCare to provide non-emergency rides to covered members. This is called the Non-Emergency Medical Transportation (NEMT) program. You are covered under our NEMT program. This means that we will offer you transportation services to get to your Medicaid appointments. We work with a group of transportation providers to help meet your needs.

You can call ModivCare's transportation services at **1-877-718-4212** to reserve a ride.

Reservations require up to 72 hours before your appointment, excluding weekends and state holidays, before your appointment to arrange transportation to and from your appointment. After hours, you may find a ride by dialing the same toll-free number used during normal business hours.

Non-emergency transportation is covered for medically-necessary, covered services. This can include doctor's visits, dialysis (a way to rid your body of waste when your body can't), and counseling visits.

Please call **1-877-718-4212** as soon as possible if you need to change or cancel your pickup time.

If the transportation does not show at the appointment time, please call transportation services at **1-877-718-4212** to find out the location of the driver or make alternative arrangements.

### What Do I Need to Provide to Get a Ride?

**Please have the following information ready when you call:**

- Your name, home address, and phone number.
- Your Medicaid ID number.
- The street address and phone number where you want to be picked up.
- The name, phone number, address, and ZIP code of the doctor you are seeing.
- The date and time of your visit.
- The end time of your visits, if known.
- Any special needs, like the need for someone to ride with you.
- General reason for the visit (Ex: doctor visit, check-up, eye visit, dentist visit).

If you don't have these details with you when you call, we may not be able to set up your ride. You will get a trip number once the request for transportation is properly processed.

### Types of Rides Available

**After we confirm that you need a ride, we will match you with the type of ride that best meets your needs. Types of rides available include:**

- Mass transit and public transportation, like city buses or trains.
- Multi-load passenger van.
- Medical vehicles, like wheelchair or stretcher vans.
- Private vehicles.
- Taxis.
- Ride sharing services.



### Standing Order (Recurring) Trip Requests

A recurring trip is when you need a ride to appointments with multiple dates and times on a daily, weekly, or bi-weekly basis for an extended period. You may schedule recurring trips for up to 30 days at a time in most cases. Members may schedule for more than 30 days in advance for the following conditions or services (including but not limited to):

- Dialysis
- Radiation therapy
- Chemotherapy
- Wound care

For questions about standing order (recurring) trip requests, please call transportation services at **1-877-718-4212**.

Members using transportation services must follow the conduct policies of the transportation providers. Any conduct that jeopardizes the safety of the passengers or the driver may result in suspension of transportation services. Depending on the situation, not cancelling a trip — or cancelling less than 24 hours in advance — may result in a no-show. Repeated no-shows may result in suspension from transportation services.

Under certain conditions, such as overnight stays, very early travel, or late returns, you may be eligible for meal or lodging reimbursement (repayment). To find out more and to request PA for reimbursement, please call transportation services at **1-877-718-4212**.

#### Transportation services can provide information such as:

- How to request, schedule, or cancel a trip.
- Any limits on non-emergency medical transportation services.
- Expected member conduct and procedures for no-shows.
- How to get mileage reimbursement (repayment) if you use your own car.

#### When taking a ride to your appointment, you can expect to:

- Be able to get to your appointment on time and no sooner than one hour before the appointment.
- Not have to wait more than one hour after the appointment for a ride home.
- Not have to leave the appointment early.

We want you to be satisfied with the care you get from our transportation providers. Let us know right away if at any time you are not satisfied with our transportation provider services. If you would like to file a complaint, please call **1-877-718-4212**.

If we deny you transportation services, you have the right to appeal our decision. See page 49 for more information on appeals. If you have questions about transportation, call Member Services at **1-833-752-1665** (TTY: **711**).

### Other Covered Services

- Post-stabilization care services (provided after you have had an emergency medical condition to keep you safe).
- School-based health related services.



- Public health clinic services.
- Federally Qualified Health Center (FQHC) services.
- Services provided at your local health department.

### Value-Added Services (VAS)

The SoonerSelect Children's Specialty Program offers health insurance plans with Value-Added Services that suit the needs of families and individuals in our service areas in Oklahoma.

Please refer to the SoonerSelect Children's Specialty Program's website **OklahomaCompleteHealth.com** for a full list of Value-Added Services and program limits. You can also call Member Services for more details.

Value Added Services	Description
<b>Breathe Better at Home</b>	<p><b>The SoonerSelect Children's Specialty Program provides asthma self-management through these benefits:</b></p> <ul style="list-style-type: none"><li>• Home visits by a Care Manager or Community Health worker to check the home for environmental triggers.</li><li>• In-home asthma management education and tobacco cessation resources.</li><li>• Care grants of up to \$250 per member per year to help eliminate asthma triggers at home. This can include special bedding, pest control, carpet cleaning, special cleaners and more.</li><li>• Nebulizers for members ages 0–18.</li></ul>
<b>Celebrating You</b>	<p><b>The SoonerSelect Children's Specialty Program sends \$10 gift cards to members aged 14–25 on their birthday.</b></p>
<b>Club and Camp Scholarships</b>	<p><b>The SoonerSelect Children's Specialty Program helps members grow social and leadership skills and increase their physical activity through these benefits:</b></p> <ul style="list-style-type: none"><li>• Boys &amp; Girls Clubs memberships for members ages 6–18 (maximum benefit \$150 per year).</li><li>• Oklahoma FFA Foundation scholarships for high school students interested in agricultural careers.</li><li>• Child and adult memberships to local YMCAs to support physical activity and healthy lifestyles (maximum benefit \$150 per year).</li></ul>
<b>Comfort To Go Bags</b>	<p><b>The SoonerSelect Children's Specialty Program provides Oklahoma Human Services (OHS) duffle bags for children who are changing foster homes. Bags contain age-appropriate personal care items, clothing, and art or hobby supplies. For American Indian/Alaska Native members, we also include culturally responsive and tribally sensitive items.</b></p>



Value Added Services	Description
<b>ConnectionsPlus®</b>	<p>Through our ConnectionsPlus® program, the SoonerSelect Children's Specialty Program provides no cost cell phones and data plans to members in Care Management who do not have safe, reliable access to phone and web services and who do not qualify for the federal SafeLink Wireless®. ConnectionsPlus® lets members have access to Providers, Care Managers, telehealth services, and 911.</p>
<b>Customized Sensory Supports</b>	<p>For members with sensory-related needs, the SoonerSelect Children's Specialty Program collaborates closely with caregivers and Providers to offer a sensory support kits. Each kit is tailored to the member's developmental and health needs. The kits may have:</p> <ul style="list-style-type: none"> <li>• Sensory swings.</li> <li>• Exercise balls for bouncing or rocking.</li> <li>• Weighted vests or blankets.</li> <li>• Warm compresses.</li> <li>• Manipulative toys like pop-its.</li> <li>• Headphones, and/or ear plugs.</li> </ul>
<b>Digital Behavioral Health (BH) App</b>	<p>The SoonerSelect Children's Specialty Program provides members ages 13 years and older with access to myStrength® Complete, our Digital BH App for health education and coaching. myStrength® can help users with depression, anxiety, stress, substance use, chronic pain, and sleep problems. Members can use the App through our website anytime.</p> <p>Members ages 18 and older may also access two more items through myStrength® Complete:</p> <ul style="list-style-type: none"> <li>• Virtual BH provider visits.</li> <li>• Choose Tomorrow suicide prevention support.</li> </ul>
<b>Educational Support and Work Skills</b>	<p>The SoonerSelect Children's Specialty Program offers two benefits to help members improve their grades in school or get their diploma or GED. Benefits include:</p> <ul style="list-style-type: none"> <li>• For Members ages 16 and older without a high school diploma, we provide <b>GED tutoring and vouchers for testing</b>.</li> <li>• For children in K-12 and at risk of failing, we will provide <b>virtual or in-person tutoring</b>.</li> </ul>



Value Added Services	Description
Enhanced BH Therapies	<p>The SoonerSelect Children's Specialty Program provides art, music, and equine therapies as alternatives to talk therapies for youth with BH conditions and those who have experienced complex trauma.</p>
Enhanced Transportation Services	<p>The SoonerSelect Children's Specialty Program offers these enhanced transportation benefits through our transportation partners:</p> <ul style="list-style-type: none"><li>• Five roundtrips per member per year for social outings and visits with biological family.</li><li>• Five roundtrips per member per year to help get to grocery stores, food pantries, farmer's markets, childcare services, job interviews, education activities, and support groups.</li><li>• Transportation for biological parents to attend medical appointments in support of reunification as requested by Oklahoma Human Services (OHS).</li><li>• Transportation for youth and caregiver to attend Office of Juvenile Affairs (OJA) appointments.</li></ul>
Enhanced Vision Services	<p>The SoonerSelect Children's Specialty Program will offer unlimited eyewear replacements as well as \$100 for contact lenses and enhanced eyewear packages to support members in foster care.</p> <p>The SoonerSelect Children's Specialty Program expands the state's covered vision services for CSP members ages 21 and older by offering a routine eye exam every other year.</p>



Value Added Services	Description
<p><b>Health, Wellness, and Health Literacy</b></p>	<p><b>The SoonerSelect Children's Specialty Program helps members take charge of their health, learn about their conditions, and engage in healthy behaviors. Our benefits will include:</b></p> <ul style="list-style-type: none"> <li>• Bi-monthly issues of <i>Fostering Families</i> to foster homes in Oklahoma. Each issue includes a four-page insert with education on SoonerSelect Children's Specialty Program services, covered benefits, upcoming training, EPSDT education, VABs and more.</li> <li>• No-cost access to our online health library, which has more than 4,000 easy-to-read articles through our online <b>Krames Staywell Health Library</b>. Members can learn about wellness, illnesses, care plans, medications, and other health tips and facts.</li> <li>• Our Healthy Kids Club mails youth members a new book, welcome packet, Kid Club membership card, online activities for children and parents or guardians and quarterly newsletters when signed up by a parent or guardian.</li> <li>• <b>Reach Out and Read</b> with a grant for services in Health Equity Zones integrates reading into pediatric practices. It advises families about the importance of reading with their children, and shares books that catalyze healthy childhood development.</li> </ul>
<p><b>Holistic Care Grants and Independent Living Stipends</b></p>	<p><b>The SoonerSelect Children's Specialty Program provides members in foster care and those transitioning out of foster care or OJA custody with additional items to support their emotional and physical well-being. We offer:</b></p> <ul style="list-style-type: none"> <li>• <b>Care grants</b> of up to <b>\$150 per year</b> to <b>support positive youth development</b>, including culturally appropriate hair care, sports fees, hobby supplies, art supplies, and other items.</li> <li>• <b>Stipend up to \$500 per youth transitioning out of foster care</b> or OJA custody to support the transition from foster care to independent living. Our partnership with Pivot in Oklahoma City connects transition-aged youth with housing and other resources.</li> <li>• <b>Tattoo removal</b> for youth with tattoos affiliated with gangs or human trafficking related tattoos, to improve emotional well-being.</li> </ul>



Value Added Services	Description
My Health Pays® Rewards	<p>SoonerSelect Children's Specialty Program members can earn rewards for doing things like annual screenings, tests, and more. Ways to earn include completing activities such as annual screenings, tests and other ways to protect their health. Spend rewards at Walmart® or on necessities like rent, utilities, and child care.** After your child completes a healthy activity, we will add the rewards they have earned directly to their My Health Pays® Visa® prepaid card.</p> <p><b>**Rewards cannot be used to buy alcohol, tobacco, or firearm products.</b></p>
Nutrition Support and Food Security	<p>The SoonerSelect Children's Specialty Program offers these nutrition benefits:</p> <ul style="list-style-type: none"><li>• Foster Care alumni members who screen positive for food insecurity can get up to \$100 per year in <b>Food Rx vouchers</b> for nutritional foods at local markets like DG Market.</li><li>• To welcome new caregivers to foster parenting, we will provide seven days of <b>welcome meals</b> to first-time foster parents when they receive the first child into their home.</li><li>• For qualified members in care management who are coming home from a hospital stay, including members with high-risk pregnancies, we provide seven days of special <b>meals delivered to their homes</b>.</li><li>• For members in care management who need more <b>nutritional counseling</b> for a chronic condition, we expand upon the state's nutritional counseling benefit by four more hours per year.</li></ul>
Orthodontia	<p>The SoonerSelect Children's Specialty Program provides members with enhanced dental benefits for non-covered orthodontia to support their well-being.</p>
Over-the-counter (OTC) Products	<p>The SoonerSelect Children's Specialty Program provides an OTC benefit to all members for up to \$30 per household per quarter to buy items like cold medicine, vitamins, pain relievers, first aid care, and more.</p>
Peer Mentoring for Caregivers	<p>The SoonerSelect Children's Specialty Program offers peer mentoring to the caregivers of members under age 18 to provide guidance, emotional support, and role modeling to those newer to the field.</p> <p>This will be done in partnership with the <b>Foster Care and Adoption Association of Oklahoma</b>.</p>





Value Added Services	Description
Pyx Health (Pyx)	Pyx is a mobile app that reduces social isolation by providing companionship and resources to members 18 and above who screen positive for social isolation or who have a health condition that would benefit from daily contact with Pyx. Members get phone calls from the Pyx Compassionate Call Center and have daily interaction with Pyx, a friendly 24/7 chatbot that provides an interactive and supportive experience.
Ready for my Recovery	Our Ready for my Recovery benefit supports members on their recovery journey by providing a <b>\$30 My Health Pays®</b> reward for every six months of active participation in recovery treatment, a <b>recovery backpack</b> that includes a water bottle, self-care kit, journal, pen, and BH information and resources.
Remote Patient Monitoring (RPM)	<p>Our <b>diabetes RPM</b> program uses cellular technology, real-time glucose readings, and automatic supply refills to help timely intervention and improve diabetes self-management. Members will get a supply kit delivered to their home with an introduction to the program, a glucometer, a how-to guide, and a supply of testing strips. Our diabetes vendor will monitor the member's records and contact them if readings are missed or higher than normal.</p> <p>Our <b>high-risk pregnancy diabetes RPM</b> combines telehealth with cellular technology. It helps members keep track of their blood pressure, their glucose, and their baby's heartbeat.</p>
Respite Services	For Members with respite services or private duty nursing as part of their Care Plan and who have exhausted all covered and community-based respite services, we will provide up to 48 additional hours per year of respite services to reduce caregiver burnout and allow time to attend foster care training or personal appointments.
Sports and Camp Physicals	<p>The SoonerSelect Children's Specialty Program covers sports or camp physicals for members ages 6–18.</p> <p>Sports and camp physicals include a medical history and a physical exam. The exam includes:</p> <ul style="list-style-type: none"> <li>• Height, weight, and blood pressure.</li> <li>• Vision.</li> <li>• The heart and lungs.</li> <li>• Joint and motion.</li> </ul>



Value Added Services	Description
<b>Start Smart for Your Baby® (SSFYB) Additional Benefits</b>	<p><b>In addition to our evidence-based SSFYB CM program, we offer SSFYB members several benefits, including:</b></p> <ul style="list-style-type: none"><li>• Access to community-based doulas in Tulsa through the Tulsa Birth Equity Initiative and in Oklahoma City through Agape Midwifery and Wellness;</li><li>• Unlimited 24/7 access to virtual doulas;</li><li>• Support for members who are breastfeeding for up to 12 months after delivery through Health in Her HUE and Pacify. Health in Her HUE connects black women and women of color to culturally sensitive healthcare providers, evidence-based health content, and Centering Pregnancy community support groups;</li><li>• A hospital-grade breast pump to support breastfeeding (one per pregnancy);</li><li>• Community baby showers where members can get a portable crib gift and safe sleep education (one crib per pregnancy);</li><li>• Transportation to appointments for members in care management with high-risk pregnancies provided by local partners OK PICK Transportation, MedHaul, SendaRide, and Modivcare; and</li><li>• Prenatal education and parenting classes when referred by Care Manager.</li></ul>
<b>Tobacco Cessation</b>	<p><b>Helping Oklahomans quit tobacco will reduce the burden of chronic conditions for members. The SoonerSelect Children's Specialty Program members can get My Health Pays® rewards if they want to stop tobacco. We offer \$25 for the first fill of medication to quit and \$50 for the completing the program.</b></p>
<b>Traditional Healing Grants</b>	<p><b>The SoonerSelect Children's Specialty Program respects member's cultural preferences for healthcare by providing a \$250 per year grant for ceremonial or spiritual healing that may help in improved behavioral health or physical health management and overall well-being.</b></p>

### In Lieu of Services

It is possible to provide other options in lieu (instead) of services when your unique needs require it. Your case manager will be happy to talk to you about these options when you are ready.

### Tell Us About Your Health

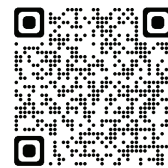
The My Health Screening form will ask you questions about your current health. Your provider and health plan will use these details to learn about any health changes you've had. That's why it's key to fill out this form every year. By having these details, we can meet your specific health needs with more services or resources.



### Complete the My Health Screening Form

Here are the ways to fill out the form:

- 1 Scan the QR code to fill out the form online.
- 2 Go to **Member.OklahomaCompleteHealth.com** to fill out the form on the member portal.



Scan with your phone to fill out this form on the member portal.

This form is confidential (private). Make sure to fill out one form for every SoonerSelect Children's Specialty Program member. If you are in our care management program, a member of our care coordination team will call you to complete the screening over the phone.

Remember to do this screening every year. As part of our My Health Pays<sup>®</sup> program, you will earn a \$10 reward for filling out the form.

### Notification of Pregnancy

Take care of yourself and your baby — Start Smart for your Baby<sup>®</sup>.

Our Start Smart for Your Baby<sup>®</sup> program provides customized support and care for pregnant members and new parents. This program helps you focus on your health during your pregnancy and your baby's first year.

**Start Smart for Your Baby<sup>®</sup> offers these benefits at no cost to you:**

- Information about pregnancy and newborn care.
- Medical staff to work with you and your provider if you have any issues during your pregnancy.
- Community help with housing, food, clothing, and cribs.
- Text and email health tips for you and your newborn.
- Breastfeeding support and resources.

### Get Started

If you are pregnant, fill out our Notification of Pregnancy (NOP) form online. You can also find the form in the back of this handbook. Fill it out and mail it back to us using the postage-paid envelope found in the back of this handbook. We will follow up with you about the details of our Start Smart for Your Baby<sup>®</sup> program.

Earn \$25 for completing this within your first trimester (13 weeks) or \$10 for completing in your second trimester (weeks 14 to 27).\*

\*Restrictions may apply.

### Rewards Program

Earn rewards on your My Health Pays<sup>®</sup> Visa<sup>®</sup> Prepaid Card\* for making healthy choices. Ways to earn include completing healthy tasks such as annual screenings, tests, and other ways to protect your health. Spend your rewards at Walmart<sup>®</sup> or on needs like rent, utilities and child care.\*\*

\*This My Health Pays<sup>®</sup> Visa<sup>®</sup> Prepaid Card is issued by The Bancorp Bank, N.A., Member FDIC, pursuant to a license from Visa U.S.A. Inc. Card cannot be used everywhere Visa debit cards are accepted.

\*\*Rewards cannot be used to buy alcohol, tobacco, or firearms products.



If you have any questions about any of the benefits above, talk to your PCP or call Member Services at **1-833-752-1665** (TTY: **711**).

## Extra Support to Manage Your Health

Managing your health care alone can be hard, especially if you are dealing with many health problems at the same time. If you need extra support to get and stay healthy, we can help. As a member of SoonerSelect Children's Specialty Program, you may have a care manager on your health care team. A care manager is a specially trained health professional who works with you and your doctors to make sure you get the right care when and where you need it.

Your care manager will contact you after you have been signed up for the SoonerSelect Children's Specialty Program, and then at least once every six months after that.

### Your care manager can:

- Coordinate your appointments and help arrange for transportation to and from your doctor;
- Support you in reaching your goals to better manage your ongoing health conditions;
- Answer questions about what your medicines do and how to take them;
- Follow up with your doctors or specialists about your care;
- Connect you to helpful resources in your community; and
- Help you continue to receive the care you need if you switch health plans or doctors.

### SoonerSelect Children's Specialty Program can also connect you to a care manager who specializes in supporting:

- You or your doctor, who can refer for case management services.
- You and helping you develop a unique and person-centered care plan for your physical, behavioral, and social needs.
- Your relationship with your provider by arranging follow-up care for primary care and behavioral health needs.
- You by seeing to your social and community needs, providing referrals to available services, and connecting you to community resources.
- You by helping coordinate transitions of care during situations affecting your care plan. This can include:
  - Benefits ending.
  - Transitioning from pediatric (child) to adult care.
  - Moving from a different level of care.
  - Discharging home.
  - Coverage getting terminated (ending).

To learn more about how you can get extra support to manage your health, talk to your PCP or call Member Services at **1-833-752-1665** (TTY: **711**).



# Help With Problems Beyond Medical Care

It can be hard to focus on your health if you have problems with your housing or worry about having enough food to feed your family. Oklahoma Complete Health can connect you to resources in your community to help you manage issues beyond your medical care.

Call Member Services at **1-833-752-1665** (TTY: **711**) if you would like to discuss resources in areas such as employment, housing stability, food and/or transportation.

# Other Programs to Help You Stay Healthy

SoonerSelect Children's Specialty Program wants to help you and your family get and stay healthy. If you want to quit smoking or are a new mom who wants to learn more about how to best feed your baby, we can help connect you with the right program for support.

**Call Member Services at 1-833-752-1665 (TTY: 711) to learn more about:**

- Tobacco cessation services (support to help you stop smoking or dipping).
- SoonerStart Oklahoma's early intervention program is designed to meet the needs of families with infants or toddlers (ages birth to 3 years old) with developmental delays and/or disabilities in accordance with the Individuals with Disabilities Education Act (IDEA). The program builds upon and provides supports and resources to assist family members to enhance infants or toddler's learning and development through everyday learning opportunities.
- Oklahoma Complete Health offers a wide array of Value-Added Services to help you stay healthy. Please visit the Value-Added Services section for more detailed descriptions.

## Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Benefit

**Plan members under age 21 can get any treatment or health service that is medically necessary to treat, prevent or improve a health problem. This special set of benefits are called Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services. Members who need EPSDT benefits:**

- Can get EPSDT services through their health plan;
- Do not have to pay any copays for EPSDT services; and
- Can get help with scheduling appointments and arranging for free transportation to and from the appointments.

**Some EPSDT services may require a prior authorization (PA). EPSDT includes services that can help treat, prevent or improve a member's health issue, including, but not limited to:**

- Health and immunization history;
- Physical exams;
- Various health assessments and counseling;
- Lab and screening tests;
- Necessary follow-up care; and/or
- Applied behavioral analysis (ABA) services.

If you have questions about EPSDT services, talk with your child's primary care provider (PCP). You can also



find more information on EPSDT services online by visiting our website at **OklahomaCompleteHealth.com** or by visiting the SoonerCare EPSDT web page at **<https://oklahoma.gov/ohca/providers/types/child-health-epsdt.html>**.

## Services Not Covered

These are examples of some of the services that are not available from Oklahoma Complete Health. If you get any of these services, you may have to pay the bill:

- Acupuncture.
- Chiropractic care.
- Cosmetic surgery.
- Infertility treatment.
- Weight loss programs.
- Services from a provider who is not part of Oklahoma Complete Health, unless it is a provider you are allowed to see as described elsewhere in this handbook or Oklahoma Complete Health, or your primary care provider (PCP) sent you to that provider.
- Services for which you need a referral (approval) in advance, and you did not get it.
- Services for which you need prior authorization (PA) in advance, and you did not get it.
- Medical services provided out of the country.
- Tattoo removal.

This list does not include all the services that are not covered. To determine if a service is not covered, call Member Services at **1-833-752-1665** (TTY: **711**).

**You may have to pay for any service that your PCP or Oklahoma Complete Health does not approve. This includes:**

- Services not covered (including those listed above).
- Unauthorized services.
- Services provided by providers who are not part of Oklahoma Complete Health.

Oklahoma Complete Health can choose not to cover counseling or referral services because of an objection on moral or religious grounds. Currently, Oklahoma Complete Health does not object to any services based on moral or religious grounds. If you want to leave our plan because of this objection, you have good cause and the right to do so. See page 56 for more information.

## If You Get a Bill

In most cases, you do not have to pay for CSP services and should not get a bill from a provider. You may have to pay if you agreed in writing to pay for services not paid for by SoonerSelect Children's Specialty Program. If you get a bill for a treatment or service you do not think you should pay for, do not ignore it. Call Member Services at **1-833-752-1665** (TTY: **711**) right away. We can help you understand why you may



have gotten a bill. If you are not responsible for payment, Oklahoma Complete Health will contact the provider and help fix the problem for you.

You have the right to file an appeal if you think you are being asked to pay for something Oklahoma Complete Health should cover. See the grievance and appeals section on page 49 in this handbook for more information. If you have any questions, call Member Services at **1-833-752-1665** (TTY: **711**).

## New Technology

Oklahoma Complete Health wants to make sure you have access to the most up-to-date medical care. We have a team that watches for advances in medicine. This may include new medicine, tests, surgeries, or other care options. The team checks to make sure the new treatments are safe. We will tell you and your doctor about new services covered under your benefits.

## Plan Member Copays

Some members may be required to pay a copay, or a fee you pay when you get certain health care services from a provider or pick up a prescription from a pharmacy:

### Your Copays Under the Plan

Service	Amount	Explanation
Inpatient hospital	\$10 per day.	Up to \$75 maximum.
Outpatient hospital services	\$4 per visit.	
Outpatient clinic services	\$4 per visit.	
Ambulatory surgery	\$4 per visit.	
Physician services	\$4 per visit.	
Physician assistant/ anesthesiologist assistant	\$4 per visit.	
Advanced practice nurse services	\$4 per visit.	
Optometrist services	\$4 per visit.	
Durable medical equipment	\$4 per item.	Blood glucose testing supplies and insulin syringes have \$0 copay.



Service	Amount	Explanation
Home health agency services	\$4 per visit.	
Rural health clinic services	\$4 per visit.	
Behavioral health and substance abuse services — Inpatient	\$10 per day.	Up to \$75 maximum.
Behavioral health and substance abuse services — outpatient	\$3 per visit.	
Laboratory and X-ray	\$4 per visit.	
Prescription drugs	\$4 per prescription.	<ul style="list-style-type: none"><li>• Tobacco cessation products \$0 copay.</li><li>• Prenatal vitamins \$0 copay.</li><li>• Birth control \$0 copay.</li><li>• Naloxone \$0 copay.</li><li>• Medication assisted treatments for opioid use \$0 copay.</li></ul>
ACIP-recommended Vaccines	\$0 copay.	
Federally Qualified Health Centers (FQHC)	\$4 per visit.	
State plan personal care services	\$4 per visit.	
Physical therapy, occupational therapy, speech and audiologist therapy (PT/OT/ST)	\$4 per visit.	
Alternative treatment for pain management	\$4 per visit.	
Prosthetics and orthotics	\$4 per visit.	





**There are no copays for the following members or services:**

- Members under age 21.
- Members who are pregnant (and in their postpartum period.)
- Members receiving hospice care.
- American Indians/Alaska Natives.
- Children in foster care.
- Emergency services.
- Family planning services.
- Preventative services delivered to expansion adults.
- Provider preventable services.

If you have any questions about copays, please call Member Services at **1-833-752-1665** (TTY: **711**).





# **PART III: PLAN PROCEDURES**



## Pharmacy Lock-in Program

To protect the health of our members, Oklahoma Complete Health has a pharmacy lock-in program. This is for members who abuse or misuse prescription drugs. Members are assigned to one pharmacy and one doctor. You may change your doctor or pharmacy one time a year unless you have a special situation like moving. If you are placed in the program, you may be enrolled for a minimum of two years. We will review your enrollment at least every year. You can appeal being placed in the lock-in program. See the grievance and appeals section on page 49 in this handbook for more information.

We will not place foster care (FC) or juvenile justice involved (OJA) children in the pharmacy lock-in program without OHCA agreeing.

## Prior Authorization and Actions

Oklahoma Complete Health will need to approve some treatments and services before you receive them. Oklahoma Complete Health may also need to approve some treatments or services for you to continue receiving them. This is called prior authorization. For a list of services that require a prior authorization, please see the chart in the “Services Covered by Oklahoma Complete Health’s Network” section of this handbook, page 16.

**Typically, your primary care provider (PCP) will submit the prior authorization to Oklahoma Complete Health for you through the provider portal. Asking for approval of a treatment or service is called a prior authorization request. To get approval for these treatments or services you need to:**

- You or your doctor may call Member Services at **1-833-752-1665** (TTY: **711**) to ask more about prior authorization. However, all official prior authorization (PA) submissions must be done via the portal.

## Open Access Prior Authorization

If a foster child or child in OJA custody changes placements and needs a new provider, we can give an open access prior authorization (PA). This means that the PA is not limited to a specific provider but may be limited to a specific provider type. The child can then see any provider that is the type of provider we authorized.

## Prior Authorization Requests for Children Under Age 21

Special rules apply to decisions to approve medical services for children under age 21 receiving Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) services. To learn more about EPSDT services, see page 40 or visit our website at **OklahomaCompleteHealth.com**.



## What Happens After We Get Your Prior Authorization Request?

The health plan has a review team to be sure you get the services we promise and that you need. Qualified health care professionals (such as doctors and nurses) are on the review team. Their job is to be sure that the treatment or service you asked for is covered by your plan and that it will help with your medical condition. They do this by checking your treatment plan against medically acceptable standards.

After we get your request, we will review it under either a standard or an expedited (faster) process. You or your doctor can ask for an expedited review if a delay will cause serious harm to your health. If your request for an expedited review is denied, we will tell you and your case will be handled under the standard review process. In all cases, we will review your request as fast as your medical condition requires us to do so but no later than described timeframes noted within the next section of this handbook.

We will tell you and your provider in writing if your request is approved or denied. We will also tell you the reason for the decision. We will explain what options you will have for an appeal when you don't agree with our decision.

Any decision to deny a prior authorization (PA) request or to approve it for an amount that is less than requested is called an adverse benefit determination. These decisions will be made by a health care professional. You can request the specific medical standards, called clinical review criteria, used to make the decision for adverse benefit determinations related to medical necessity.

## Prior Authorization and Timeframes

We will review your request for a prior authorization (PA) within the following timeframes:

- **Standard review:** We will make a decision about your request within 72 hours after we receive it.
- **Expedited (faster) review:** We will decide about your request, and you will hear from us within 24 hours.
- **Inpatient Behavioral Health:** We will make a decision about your request within 24 hours.

If additional information is needed to make the decision, the review could take up to an additional 14 days. If this happens, Oklahoma Complete Health will send you a written notice along with information on how to file an appeal on the extension.

In most cases, if you are receiving a service and a new request is made to keep receiving a service, we must tell you at least 10 days before we change the service if we decide to reduce, stop or restrict the service.

**If we approve a service and you have started to receive that service, we will not reduce, stop or restrict the service during the approval period unless we determine the approval was based on information that was known to be false or wrong.**

If we deny payment for a service, we will send a notice to you and your provider the day the payment is denied. These notices are not bills.



## How You Can Help with Plan Policies

We value your ideas. You can help us develop policies that best serve our members. Maybe you would like to work with one of the member committees in our health plan or with OHCA, like:

- Oklahoma Complete Health Children's Specialty Advisory Board; and /or
- Oklahoma Complete Health Behavioral Health Advisory Board (BHAB).

Call Member Services at **1-833-752-1665** (TTY: **711**) to learn more about how you can help.

## Appeals

If you are not satisfied with our decision about your care or received an adverse benefit determination, you have the right to file an appeal.

To file an appeal, write to:

**Oklahoma Complete Health**  
**ATTN: Appeals**  
**P.O. Box 10353**  
**Van Nuys, CA 91410-0353**  
**Fax: 1-833-522-2803**

If your appeal is for a behavioral health service, write to:

**Oklahoma Complete Health**  
**ATTN: Appeals Department**  
**P.O. Box 10378**  
**Van Nuys, CA 91410-0378**  
**Fax: 1-866- 714-7991**  
**Email Address: APPEALS@cenpatico.com**

For pharmacy appeals write to:

**Oklahoma Complete Health**  
**ATTN: Pharmacy Appeals**  
**P.O. Box 31398**  
**Tampa FL 33631-3398**  
**Fax: 1-888-865-6531**

To file an appeal by phone, call Member Services at **1-833-752-1665** (TTY: **711**).

You may also submit an appeal online using your member portal at **Member.OklahomaCompleteHealth.com**

If you are not satisfied with an action we took or what we decided about your prior authorization (PA) request see page 47 about prior authorizations and actions, you can file an appeal at any time. An appeal is a request for us to review the decision.

You can do this yourself or, with your written consent, your authorized representative or your provider can call Member Services at **1-833-752-1665** (TTY: **711**) or visit our website at **OklahomaCompleteHealth.com** if you need help filing an appeal.



The appeal can be made by phone or in writing. You don't have to use any specific or legal terms as long as you clearly state that you are dissatisfied with the decision we made. We can help you complete the appeal form. If needed, auxiliary aids and services will be provided to you upon request and free of charge.

**If your appeal review needs to be reviewed more quickly than the standard timeframe because you have an immediate need for health services, you may request an expedited (faster) appeal.**

- **Standard appeals:** If we have all the information we need, we will tell you our decision in writing within 30 days after your appeal is received.
- **Expedited (faster) appeals:** If we have all the information we need, we will call you and send you a written notice of our decision within 72 hours from when we receive your appeal. We'll let you know we received your expedited appeal within 24 hours.

You may file a grievance (see page 53 for more about grievances) if your request for an expedited (fast tracked) appeal is denied.

We will not treat you any differently or act badly toward you because you file an appeal.

Before and during the appeal, you or your representative can see your case file, including medical records and any other documents and records being used to decide your case.

You can ask questions and give any information (including new medical documents from your providers) that you think will help us to approve your request. You may do that in person, in writing or by phone.

If you need assistance with the appeals process, have questions, or want to check the status of your appeal, you can call Member Services at **1-833-752-1665** (TTY: **711**).

### More Information for Appeals

**If we need more information to make either a standard or an expedited (faster) decision about your appeal, we may extend the time to resolve your appeal. If so, we will:**

- Write you and tell you what information is needed. For expedited appeals, we will call you right away and send a written notice later.
- Explain why the delay is in your best interest.
- Make a decision no later than 14 days from the original decision date.

If you need more time to gather your documents and information, just ask. You, your provider, or someone you trust may ask us to delay your case until you are ready. We want to make the decision that supports your health best. You can request more time by calling Member Services at **1-833-752-1665** (TTY: **711**) or writing to:

**Oklahoma Complete Health**  
**ATTN: Appeals**  
**P.O. Box 10353**  
**Van Nuys, CA 91410-0353**  
**Fax: 1-833-522-2803**



### Our Decision on Your Appeal

If we agree with you that we should not have reduced or stopped services you were already receiving, we will send you a notice of resolution of the appeal telling you that we granted your appeal. If we still disagree with you and believe we were right to have reduced or stopped services you were already receiving, we will send you a notice of adverse resolution of the appeal telling you that we denied your appeal. If you disagree with the adverse resolution of the appeal, you have the right to request a State Fair Hearing. See the next section on page 52 for important details about timing and filing your request.

### Your Care While You Wait for a Decision on Your Appeal

When the health plan's decision reduces or stops a service you were already receiving, you can ask to continue the services your provider had already ordered while we are making a decision on your appeal. You can also ask an authorized representative to make that request for you. Providers are not allowed to ask for your services to continue for you.

While you are waiting for us to make a decision on your appeal, if you want to continue services you were already receiving, be sure to ask us to continue those services at the time you file your appeal.

If we continue the services that you were already receiving, we will pay for those services if your appeal is decided in your favor. **Your appeal might not change the decision the health plan made about your services.**

When your appeal doesn't change the health plan's decision, the health plan may require you to pay for the services you received while waiting for a decision. If you are unhappy with the result of your appeal, you can ask for a State Fair Hearing (see next section in this handbook).

### State Fair Hearings

After you receive a notice of adverse resolution to your appeal and you still don't agree with the decision that we made that reduced, stopped, or restricted your services, you can ask for a State Fair Hearing. A State Fair Hearing is your opportunity to give more information and ask questions about the decision in front of an administrative law judge. The judge in your State Fair Hearing is not a part of your health plan in any way.

**If you want to continue benefits while you wait for the administrative law judge's decision about your State Fair Hearing, you should say so at the time you request a State Fair Hearing.**

- **If you need help with understanding the State Fair Hearing process,** you can call Member Services at **1-833-752-1665** (TTY: **711**). You don't have to use any special legal or formal language to request a State Fair Hearing as long as you clearly state that you are dissatisfied with the decision we made.

### Your Care While You Wait for a Decision on your State Fair Hearing

**If you requested and received continued services during your appeal, we must continue providing those services until you do one of the following:**

- You withdraw your appeal or your request for State Fair Hearing, or
- A State Fair Hearing officer issues a hearing decision that disagrees with you.

You can also ask a trusted representative to make that request for you.





If you ask your health plan to continue services you already receive during your State Fair Hearing case, the health plan will pay for those services if your case is decided in your favor. Your State Fair Hearing might not change the decision the health plan made about your services.

When your State Fair Hearing case doesn't change the decision, you may be required to pay for the services you received while waiting for a decision.

## Requesting a State Fair Hearing

You don't have to use any special legal or formal language to request a State Fair Hearing as long as you clearly state that you are dissatisfied with the decision we made.

You must first file an appeal with Oklahoma Complete Health and receive our decision before requesting a State Fair Hearing. If we don't decide your appeal within 30 days of your appeal request, you can also ask for a State Fair Hearing.

You don't need an attorney for your State Fair Hearing, but you may use one.

You may represent yourself or allow someone else to represent you.

If you allow someone else to represent you, they will have to show proof in writing that you asked for their help.

Without this written proof, your appeal will be rejected.

You can ask for a State Fair Hearing at any time within 120 days from the day we send you notice of adverse resolution.

**You can use one of the following ways to request a fair hearing:**

- 1** By phone – **1-405-522-7217**
- 2** By email – **[doCKETCLERK@OKHCA.ORG](mailto:doCKETCLERK@OKHCA.ORG)**
- 3** By mail – **Oklahoma Health Care Authority**  
**ATTN: Appeals Unit**  
**4345 N Lincoln Blvd**  
**Oklahoma City, OK 73105**

## If You Have Problems with Your Health Plan

We hope our health plan serves you well. If you have a problem, talk with your primary care provider (PCP) and call Member Services at **1-833-752-1665** (TTY: **711**) or write to

**Attn: Grievance Department**  
**P.O. Box 10353**  
**Van Nuys, CA 91410-0353**

Most problems can be solved right away. If you have a problem with your health plan, care, provider, or services, you can file your complaint with Oklahoma Complete Health. **This kind of complaint is called a grievance.** Problems that are not solved right away over the phone and any grievance that comes in the mail will be handled according to our grievance procedures described below.



You can ask someone you trust (your authorized representative) to file the grievance for you. If you need our help because of a hearing or vision impairment, if you need translation services, or if you need help filling out the forms, we can help you. We will not make things hard for you or take any action against you for filing a grievance.

You may also file a complaint with the Oklahoma Insurance Department by going to **<https://www.oid.ok.gov/consumers/file-an-online-complaint/>**.

## If You Are Unhappy with Your Plan: How to File a Grievance

If you are unhappy with your health plan, provider, care or your health services, you can file a grievance (a formal complaint) with Oklahoma Complete Health. You can file a grievance by phone or in writing at any time.

- To file by phone, call Member Services at **1-833-752-1665** (TTY: **711**) Monday through Friday, from 8 a.m. to 5 p.m.
- To file in writing, you can write us with your grievance to  
**Attn: Grievance Department**  
**P.O. Box 10353**  
**Van Nuys, CA 91410-0353**  
**Or Fax your Grievance to 1-833-812-0027**

### What Happens Next?

- We will let you know in writing that we got your grievance within 10 days of receiving it.
- We will decide the resolution of a grievance within 30 days after receiving your grievance.
- We will tell you how we resolved it in writing within 3 days after we resolve the grievance.

## Your Care When You Change Health Plans or Doctors

- If you choose to leave SoonerSelect Children's Specialty Program, we will share your health information with your new plan. You can finish receiving any services that have already been authorized by your previous health insurance or SoonerCare, even if the provider you are seeing is an out-of-network provider. Prior authorizations will be honored until the services are used or until 90 days after your new plan benefits begin, whichever comes first. After that, we will help you find a provider in our network to get any additional services if you need them.
- If you are pregnant when you join SoonerSelect Children's Specialty Program, you can continue the care that you were receiving before you joined our plan. You can continue seeing your doctor even if he or she is an out-of-network provider.



- If you are receiving chemotherapy or radiation treatment, dialysis, major organ or tissue transplant services, bariatric surgery, Synagis treatment, medications for hepatitis C treatment or if you are terminally ill, when you change plans you can continue your current treatment plan.
- Children receiving private duty nursing services will continue to receive these services. These services will only change if we perform a new assessment and determine your child needs different services.
- We will continue to cover your out-of-state services and/or meals and lodging assistance if it is already being received from SoonerCare when you join our plan.
- If you are receiving services for hemophilia, those services will continue being provided by your current hemophilia providers for up to 90 days even if the provider is out-of-network. After 90 days, we can help you find a network provider.
- If you are on a current treatment plan and receiving behavioral health services, you may keep seeing your current behavioral health treatment provider(s) for up to 90 days, even if the provider is out-of-network. After 90 days, we can help you find a network provider.
- If you are waiting for durable medical equipment (DME) or supplies authorized and ordered prior to joining our plan, we will help you to receive these items on time.
- If your PCP leaves Oklahoma Complete Health, we will tell you in writing within 15 days from when we know about this.
- We will tell you how to choose a new PCP, or we will choose one for you if you do not make a choice. For members who are getting care for a chronic or ongoing medical condition, the SoonerSelect Children's Specialty Program will ensure that there is no disruption in services. Depending on your specific situation, changing your PCP may cause some of your services to change. You can find out more about changing your PCP by calling Member Services at **1-833-752-1665** (TTY: **711**).
- If you are transitioning out of Foster Care or Juvenile Services, the SoonerSelect Children's Specialty Program will give support in many areas. This help may include finding a place to live, completing education, locating medical and/or behavioral health providers, managing money, and getting a job.
- We will track the age status of children and youth. We help those approaching age limits that will affect their benefits or eligibility. We do so by using our a2A (Adolescence to Adulthood) program that provides wraparound supports and education for transitioning youth. If you would like to get Foster Care related specialist, call **1-833-752-1665** (TTY: **711**) and ask to speak with a care manager.

If you have any questions, call Member Services at **1-833-752-1665** (TTY: **711**).

## Member Rights and Responsibilities

### Your Rights

As a member of Oklahoma Complete Health, you have a right to:

- Receive information on the SoonerSelect program and Oklahoma Complete Health its services, its practitioners and providers and member rights and responsibilities.
- Be treated with respect and with due consideration for your dignity and privacy.



- Receive information on available treatment options and alternatives, in a way you understand.
- Participate in decisions regarding your health care, including the right to refuse treatment regardless of cost or benefit coverage.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- Request and receive a copy of your medical records, and to request that they be amended or corrected.
- Obtain available and accessible health care services covered by Oklahoma Complete Health.
- Recommend changes to the organization's member rights and responsibilities policy.
- Each member is free to exercise their rights without Oklahoma Complete Health or its participating providers treating the member adversely.

### **Your Responsibilities**

**As a member of Oklahoma Complete Health, you agree to the following responsibilities:**

- Check Oklahoma Complete Health information, correct inaccuracies and allow government agencies, employers and providers to release records to OHCA or Oklahoma Complete Health.
- Notify OHCA or Oklahoma Complete Health within 10 days if there are changes in income, the number of people living in the home, address or mailbox changes, or health insurance changes.
- Transfer, assign, and authorize to OHCA all claims you may have against health insurance, liability insurance companies or other third parties. This includes payments for medical services made by OHCA for any dependents.
- Work on requests for assistance from the Office of Child Support Services.
- Allow SoonerCare to collect payments from anyone who is required to pay for medical care.
- Share necessary medical information with any insurance company, person or entity who is responsible for paying the bill.
- Inspect any medical records to see if claims for services can be paid.
- Obtain permission for Oklahoma Human Services or Oklahoma Health Care Authority to make payment or overpayment decisions.
- Keep your identification card and know your Social Security number to receive health care services or prescriptions.
- Confirm that any care received is covered.
- Understand how and when to request non-emergency medical transportation (NEMT) services.
- Cost sharing.
- Ensure all information provided to OHCA or Oklahoma Complete Health is complete and true upon penalty of fraud or perjury.
- Understand your health problems and, with your provider's help, develop mutually agreed-upon care goals.
- Follow the plans and instructions for care that you have agreed to with your practitioner.



# Disenrollment Options

## If You Want to Leave the Plan

You can try us out for 90 days. You may leave Oklahoma Complete Health and join another health plan at any time during the first 90 days after you begin to receive health plan benefits. You don't have to have a reason to switch plans.

You can also switch health plans once every 12 months. This change happens through open enrollment.

**If you want to leave Oklahoma Complete Health at any other time, you can do so *only* with a good reason (good cause). Some examples of good cause include:**

- You need related services to be performed at the same time, not all services are available within Oklahoma Complete Health's network, and getting the services separately would put your health at risk,
- You have a complex medical condition and another health plan can better meet your needs,
- You have filed and won a grievance about poor quality of care, lack of access to services we must provide, lack of access to providers experienced in dealing with your needs, or any other issue that would support disenrollment,
- You were enrolled by mistake, and
- You need services that Oklahoma Complete Health does not provide for moral or religious reasons. For more information on services not covered for moral or religious reasons, please see the next section.

If you have a good cause reason to disenroll from Oklahoma Complete Health, you must submit your request using the grievance process on page 53. We will review the request within 10 days from when you filed the grievance. If you are unhappy with the disenrollment decision, we will refer the request to the Oklahoma Health Care Authority for the final decision.

Oklahoma Complete Health can choose not to cover certain services because of an objection on moral or religious grounds. Currently, Oklahoma Complete Health does not object to any services based on moral or religious grounds. If you want to leave our plan because of this objection, you have the right to do so. It is considered a good cause.

## You Could Become Ineligible for SoonerSelect

**You may have to leave Oklahoma Complete Health if you:**

- Are no longer eligible for Medicaid. If you become ineligible for Medicaid, all your services may stop immediately.
- Begin receiving Medicare.
- Transition to an eligibility group that does not participate in SoonerSelect.
- Commit fraud or provide fraudulent information.
- Are ordered by a hearing officer or court.



### We Can Ask You to Leave Oklahoma Complete Health

You can also lose your Oklahoma Complete Health membership if you:

- Abuse or harm to plan members, providers or staff.
- Were enrolled in error.
- Have a complex medical condition and another health plan can better meet your needs.
- Do not fill out forms honestly or do not give true information. This is considered fraud.

## Advance Directives

There may come a time when you become unable to manage your own health care and a family member or other person close to you is making decisions on your behalf. By planning in advance, you can arrange now for your wishes to be carried out. An advance directive is a set of directions you give about the medical and mental health care you want if you ever lose the ability to make decisions for yourself. For example, some people do not want to be put on life-support machines if they go into a coma.

Making an advance directive is your choice. If you become unable to make your own decisions, and you have no advance directive, your doctor or behavioral health provider will consult with someone close to you about your care. Discussing your wishes for medical and behavioral health treatment with your family and friends now is strongly encouraged, as this will help to make sure that you get the level of treatment you want if you can no longer tell your doctor or other physical or behavioral health providers what you want. Your advance directives, no matter the type, should be given to your primary care provider (PCP) and your care manager at Oklahoma Complete Health.

Oklahoma has three ways for you to make a formal advance directive. These include living wills, health care power of attorney, and advance instructions for mental health treatment.

**Revocation of an Advance Directive may happen at any time by the Member, without regard to their medical or mental health, and the following:**

- If the member is pregnant and the physician is aware, the pregnant patient is to be provided with life-sustaining treatment unless the patient has specifically authorized to withhold treatment during the course of pregnancy.
- If a physician is unable or unwilling to provide care as per the Advance Directive, Oklahoma Complete Health will process the information. The physician will transfer care of the patient to another physician to comply with the patient's medical decisions. If refusal of treatment would, in reasonable medical judgment, likely result in the death of the patient, then the physician **must comply** with the medical treatment decision pending transfer of the patient to a physician or other healthcare provider who is willing to comply with the decision.
- An Advance Directive from another state is valid to the extent that it does not exceed authorizations allowed under Oklahoma law. It must have been executed by the individual the directive applies to, and it must specifically authorize withholding / withdrawal of artificial nutrition / hydration and be signed.



### Living Will

In Oklahoma, a living will is a legal document that tells others whether or not you want to die a natural death if you:

- Become incurably sick with an irreversible condition that will result in your death within a short period of time,
- Are unconscious and your doctor determines that it is highly unlikely that you will regain consciousness, or
- Have advanced dementia or a similar condition which results in a substantial cognitive loss, and it is highly unlikely the condition will be reversed.

In a living will, you can direct your doctor not to use certain life-prolonging treatments such as a breathing machine (called a “respirator” or “ventilator”), or to stop giving you food and water through a feeding tube.

A living will go into effect only when your doctor and one other doctor determine that you meet one of the conditions specified in the living will. Discussing your wishes with family, friends and your doctor now is strongly encouraged so that they can help make sure that you get the level of care you want at the end of your life.

### Health Care Power of Attorney

A Health Care Power of Attorney is a legal document in which you can name one or more people as your health care agents to make medical and behavioral health decisions for you as you become unable to decide for yourself, for as long as you choose. You can always say what medical or behavioral health treatments you would want and would not want. You should choose an adult you trust to be your health care agent. Discuss your wishes with the people you want as your agents before you put them in writing. Your designated Power of Attorney will be able to have access to your medical information and medical records, for as long as that person is so designated, up to your death.

Again, it is always helpful to discuss your wishes with your family, friends and your doctor. A Health Care Power of Attorney will go into effect when a doctor states in writing that you are not able to make or to communicate your health care choices. If, due to moral or religious beliefs, you do not want a doctor to make this determination, the law provides a process for a non-physician to do it.

The Health Care Power of Attorney becomes effective when the attending physician determines that the Member is no longer able to make their own healthcare decisions, unless the Member elected to have the Agent's authority take effect upon execution of the Health Care Power of Attorney.

### Advance Instruction for Mental Health Treatment

An Advance Instruction for Mental Health Treatment is a legal document that tells doctors and mental health providers what mental health treatments you would want and what treatments you would not want if you later became unable to decide for yourself. It can also be used to nominate a person to serve as guardian if guardianship proceedings are started. Your advance instruction for behavioral health treatment can be a separate document or combined with a Health Care Power of Attorney or a General Power of Attorney. An Advance Instruction for Behavioral Health may be followed by a doctor or behavioral health provider when your doctor or an eligible psychologist determines in writing that you are no longer able to make or communicate behavioral health decisions.





**You can change your mind and these documents at any time. We can help you understand or get these documents.** They do not change your right to quality health care benefits. The only purpose is to let others know what you want if you can't speak for yourself. Talk to your primary care provider (PCP) or call Member Services at **1-833-752-1665** (TTY: **711**) if you have any questions about advance directives.

## Fraud, Waste and Abuse

**If you suspect that someone is committing Medicaid fraud, report it. Some examples of Medicaid fraud include (not limited to):**

- An individual does not report all income or other health insurance when applying for Medicaid.
- An individual who does not get Medicaid uses a Medicaid member's card with or without the member's permission.
- A doctor or a clinic bills for services that were not provided or were not medically necessary.

**You can report suspected fraud and abuse in any of the following ways:**

- Oklahoma Complete Health Ethics and Compliance Fraud Hotline at **1-866-685-8664**.
- Call the Medicaid Fraud, Waste and Program Abuse Tip Line through the OK Department of Human Services, Office of Inspector General at **1-800-784-5887**.
- Call the U.S. Office of Inspector General's Fraud Line at **1-800-HHS-TIPS (1-800-447-8477)** (TTY: **1-800-377-4950**).

## Important Phone Numbers

- Member Services: Monday through Friday, from 8 a.m. to 5 p.m. at **1-833-752-1665** (TTY: **711**).
- Behavioral Health Crisis Line: **988, 24** hours a day, **seven** days a week.
- Nurse Advice Line: **1-833-752-1665** (TTY: **711**), **24** hours a day, **seven** days a week.
- SoonerCare Helpline: **1-800-987-7767**, Monday - Friday, 8 a.m. to 5 p.m.
- Provider Service Line: Monday through Friday, from 8 a.m. to 5 p.m. at **1-833-752-1665** (TTY: **711**).
- Prescriber Service Line: Monday through Friday, from 8 a.m. to 5 p.m. at **1-833-752-1665** (TTY: **711**).
- Free Legal Aid Services of Oklahoma: Monday through Thursday, from 8 a.m. to 4 p.m. at **1-888-534-5243**.
- Advance Health Care Directive Registry: **1-405-426-8030**.
- OK Medicaid Fraud, Waste and Abuse Tip Line through the OK Department of Human Services, Office of Inspector General: **1-800-784-5887**.
- State Auditor Waste Line: **1-405-521-3495**.
- U.S. Office of Inspector General Fraud Line: **1-800-HHS-TIPS (1-800-447-8477)** (TTY: **1-800-377-4950**).





## Keep Us Informed

Call Member Services at **1-833-752-1665** (TTY: **711**) whenever these changes happen in your life:

- You have a change in Medicaid eligibility.
- You become pregnant or give birth.
- There is a change in Medicaid coverage for you or your children.
- Someone in your household goes into state custody.
- You begin receiving Medicare.
- You move.

## Third Party Liability (TPL) Reporting

Notify Member Services at **1-833-752-1665** (TTY: **711**) or the Oklahoma Health Care Authority (OHCA) SoonerCare Help Line **1-800-987-7767** if:

- Your family size changes.
- You move out of the state or have other address changes.
- You get or have health coverage under another policy or third party, or there are changes to that coverage.
- You have a workers' compensation claim, a pending personal injury or medical malpractice lawsuit, or are involved in an auto accident.

# SoonerSelect Children's Specialty Program

## Notice of Privacy Practices

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED  
AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.  
*PLEASE REVIEW IT CAREFULLY.***

**Effective 5/5/2023**

For help to translate or understand this, please call **1-833-752-1665**.  
Hearing impaired (TTY: **711**).

Para obtener ayuda para traducir o entender esta notificación, llame al **1-833-752-1665**.  
Personas con Discapacidad Auditiva (TTY: **711**).

### **Covered Entity's Duties:**

SoonerSelect Children's Specialty Program is a Covered Entity as defined and regulated under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). SoonerSelect Children's Specialty Program is required by law to maintain the privacy of your protected health information (PHI), provide you with this Notice of our legal duties and privacy practices related to your PHI, abide by the terms of the Notice that is currently in affect, and notify you in the event of a breach of your unsecured PHI.

This Notice describes how we may use and disclose your PHI. It also describes your rights to access, amend and manage your PHI and how to exercise those rights. All other uses and disclosures of your PHI not described in this Notice will be made only with your written authorization.

SoonerSelect Children's Specialty Program reserves the right to change this Notice. We reserve the right to make the revised or changed Notice effective for your PHI we already have as well as any of your PHI we receive in the future. SoonerSelect Children's Specialty Program will promptly revise and distribute this Notice whenever there is a material change to the following:

- The Uses or Disclosures
- Your rights
- Our legal duties
- Other privacy practices stated in the notice

We will make any revised Notices available on our website or through a separate mailing.

## Internal Protections of Oral, Written and Electronic PHI:

SoonerSelect Children's Specialty Program protects your PHI. We have privacy and security processes to help.

These are some of the ways we protect your PHI:

- We train our staff to follow our privacy and security processes.
- We require our business associates to follow privacy and security processes.
- We keep our offices secure.
- We talk about your PHI only for a business reason with people who need to know.
- We keep your PHI secure when we send it or store it electronically.
- We use technology to keep the wrong people from accessing your PHI.

## Permissible Uses and Disclosures of Your PHI:

The following is a list of how we may use or disclose your PHI without your permission or authorization:

- **Treatment** - We may use or disclose your PHI to a physician or other health care provider providing treatment to you, to coordinate your treatment among providers, or to assist us in making prior authorization decisions related to your benefits.
- **Payment** - We may use and disclose your PHI to make benefit payments for the health care services provided to you. We may disclose your PHI to another health plan, to a health care provider, or other entity subject to the federal Privacy Rules for their payment purposes. Payment activities may include processing claims, determining eligibility or coverage for claims, and reviewing services for medical necessity.
- **Health Care Operations** - We may use and disclose your PHI to perform our healthcare operations. These activities may include providing customer service, responding to complaints and appeals, and providing care management and care coordination.

In our healthcare operations, we may disclose PHI to business associates. We will have written agreements to protect the privacy of your PHI with these associates. We may disclose your PHI to another entity that is subject to the federal Privacy Rules. The entity must also have a relationship with you for its healthcare operations. This includes the following:

- Quality assessment and improvement activities
  - Reviewing the competence or qualifications of healthcare professionals
  - Care management and care coordination
  - Detecting or preventing healthcare fraud and abuse
- **Group Health Plan/Plan Sponsor Disclosures** - We may disclose your protected health information to a sponsor of the group health plan, such as an employer or other entity that is providing a health care program to you, if the sponsor has agreed to certain restrictions on how it will use or disclose the protected health information (such as agreeing not to use the protected health information for employment-related actions or decisions).

## Other Permitted or Required Disclosures of Your PHI:

- **Fundraising Activities** – We may use or disclose your PHI for fundraising activities, such as raising money for a charitable foundation or similar entity to help finance their activities. If we do contact you for fundraising activities, we will give you the opportunity to opt-out, or stop, receiving such communications in the future.
- **Underwriting Purposes** – We may use or disclose your PHI for underwriting purposes, such as to make a determination about a coverage application or request. If we do use or disclose your PHI for underwriting purposes, we are prohibited from using or disclosing your PHI that is genetic information in the underwriting process.
- **Appointment Reminders/Treatment Alternatives** - We may use and disclose your PHI to remind you of an appointment for treatment and medical care with us or to provide you with information regarding treatment alternatives or other health-related benefits and services, such as information on how to stop smoking or lose weight.
- **As Required by Law** - If federal, state, and/or local law requires a use or disclosure of your PHI, we may use or disclose your PHI information to the extent that the use or disclosure complies with such law and is limited to the requirements of such law. If two or more laws or regulations governing the same use or disclosure conflict, we will comply with the more restrictive laws or regulations.
- **Public Health Activities** - We may disclose your PHI to a public health authority for the purpose of preventing or controlling disease, injury, or disability. We may disclose your PHI to the Food and Drug Administration (FDA) to ensure the quality, safety or effectiveness of products or services under the jurisdiction of the FDA.
- **Victims of Abuse and Neglect** - We may disclose your PHI to a local, state, or federal government authority, including social services or a protective services agency authorized by law to receive such reports if we have a reasonable belief of abuse, neglect or domestic violence.
- **Judicial and Administrative Proceedings** - We may disclose your PHI in response to an administrative or court order. We may also be required to disclose your PHI to respond to a subpoena, discovery request, or other similar requests.
- **Law Enforcement** - We may disclose your relevant PHI to law enforcement when required to do so for the purposes of responding to a crime.
- **Coroners, Medical Examiners and Funeral Directors** - We may disclose your PHI to a coroner or medical examiner. This may be necessary, for example, to determine a cause of death. We may also disclose your PHI to funeral directors, as necessary, to carry out their duties.
- **Organ, Eye and Tissue Donation** – We may disclose your PHI to organ procurement organizations. We may also disclose your PHI to those who work in procurement, banking or transplantation of cadaveric organs, eyes, and tissues.
- **Threats to Health and Safety** - We may use or disclose your PHI if we believe, in good faith, that the use or disclosure is necessary to prevent or lessen a serious or imminent threat to the health or safety of a person or the public.

- **Specialized Government Functions** - If you are a member of U.S. Armed Forces, we may disclose your PHI as required by military command authorities. We may also disclose your PHI to authorized federal officials for national security concerns, intelligence activities, The Department of State for medical suitability determinations, the protection of the President, and other authorized persons as may be required by law.
- **Workers' Compensation** - We may disclose your PHI to comply with laws relating to workers' compensation or other similar programs, established by law, that provide benefits for work-related injuries or illness without regard to fault.
- **Emergency Situations** – We may disclose your PHI in an emergency situation, or if you are incapacitated or not present, to a family member, close personal friend, authorized disaster relief agency, or any other person previously identified by you. We will use professional judgment and experience to determine if the disclosure is in your best interest. If the disclosure is in your best interest, we will only disclose the PHI that is directly relevant to the person's involvement in your care.
- **Inmates** - If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release your PHI to the correctional institution or law enforcement official, where such information is necessary for the institution to provide you with health care; to protect your health or safety; or the health or safety of others; or for the safety and security of the correctional institution.
- **Research** - Under certain circumstances, we may disclose your PHI to researchers when their clinical research study has been approved and where certain safeguards are in place to ensure the privacy and protection of your PHI.

## Uses and Disclosures of Your PHI That Require Your Written Authorization:

We are required to obtain your written authorization to use or disclose your PHI, with limited exceptions, for the following reasons:

- **Sale of PHI** – We will request your written authorization before we make any disclosure that is deemed a sale of your PHI, meaning that we are receiving compensation for disclosing the PHI in this manner.
- **Marketing** – We will request your written authorization to use or disclose your PHI for marketing purposes with limited exceptions, such as when we have face-to-face marketing communications with you or when we provide promotional gifts of nominal value.
- **Psychotherapy Notes** – We will request your written authorization to use or disclose any of your psychotherapy notes that we may have on file with limited exception, such as for certain treatment, payment or healthcare operation functions.

You have the right to revoke your authorization, in writing at any time except to the extent that we have already used or disclosed your PHI based on that initial authorization.

## Individuals Rights:

The following are your rights concerning your PHI. If you would like to use any of the following rights, please contact us using the information at the end of this Notice.

- **Right to Request Restrictions** - You have the right to request restrictions on the use and disclosure of your PHI for treatment, payment, or healthcare operations, as well as disclosures to persons involved in your care or payment of your care, such as family members or close friends. Your request should state the restrictions you are requesting and state to whom the restrictions apply. We are not required to agree to this request. If we agree, we will comply with your restriction request unless the information is needed to provide you with emergency treatment. However, we will restrict the use or disclosure of PHI for payment or health care operations to a health plan when you have paid for the service or item out of pocket in full.
- **Right to Request Confidential Communications** - You have the right to request that we communicate with you about your PHI by alternative means or to alternative locations. This right only applies if the information could endanger you if it is not communicated by the alternative means or to the alternative location you want. You do not have to explain the reason for your request, but you must state that the information could endanger you if the communication means or location is not changed. We must accommodate your request if it is reasonable and specifies the alternative means or location where you PHI should be delivered.
- **Right to Access and Receive a Copy of your PHI** - You have the right, with limited exceptions, to look at or get copies of your PHI contained in a designated record set. You may request that we provide copies in a format other than photocopies. We will use the format you request unless we cannot practicably do so. You must make a request in writing to obtain access to your PHI. If we deny your request, we will provide you a written explanation and will tell you if the reasons for the denial can be reviewed. We will also tell you how to ask for such a review or if the denial cannot be reviewed.
- **Right to Amend your PHI** - You have the right to request that we amend, or change, your PHI if you believe it contains incorrect information. Your request must be in writing, and it must explain why the information should be amended. We may deny your request for certain reasons, for example if we did not create the information you want amended and the creator of the PHI is able to perform the amendment. If we deny your request, we will provide you a written explanation. You may respond with a statement that you disagree with our decision and we will attach your statement to the PHI you request that we amend. If we accept your request to amend the information, we will make reasonable efforts to inform others, including people you name, of the amendment and to include the changes in any future disclosures of that information.
- **Right to Receive an Accounting of Disclosures** - You have the right to receive a list of instances within the last 6-year period in which we or our business associates disclosed your PHI. This does not apply to disclosure for purposes of treatment, payment, health care operations, or disclosures you authorized and certain other activities. If you request

this accounting more than once in a 12-month period, we may charge you a reasonable, cost-based fee for responding to these additional requests. We will provide you with more information on our fees at the time of your request.

- **Right to File a Complaint** - If you feel your privacy rights have been violated or that we have violated our own privacy practices, you can file a complaint with us in writing or by phone using the contact information at the end of this Notice.

You can also file a complaint with the Secretary of the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201 or calling **1-800-368-1019**, (TTY: **1-800-537-7697**) or visiting **<https://www.hhs.gov/guidance/document/filing-complaint-0>**.

**WE WILL NOT TAKE ANY ACTION AGAINST YOU FOR FILING A COMPLAINT.**

- **Right to Receive a Copy of this Notice** - You may request a copy of our Notice at any time by using the contact information listed at the end of the Notice. If you receive this Notice on our web site or by electronic mail (e-mail), you are also entitled to request a paper copy of the Notice.

## **Contact Information**

Questions about this Notice: If you have any questions about this notice, our privacy practices related to your PHI or how to exercise your rights you can contact us in writing or by email using the contact information listed below.

### **SoonerSelect Children's Specialty Program**

**Attn: Privacy Official - Darnell Burgess**

14000 Quail Springs Pkwy, Suite 650

Oklahoma City, OK 73134

**[Darnell.Burgess@OklahomaCompleteHealth.com](mailto:Darnell.Burgess@OklahomaCompleteHealth.com)**





**We are committed to keeping your race, ethnicity, and language (REL), and sexual orientation and gender identity (SOGI) information confidential. We use some of the following methods to protect your information:**

- Maintaining paper documents in locked file cabinets.
- Requiring that all electronic information remain on physically secure media.
- Maintaining your electronic information in password-protected files.

**We may use or disclose your REL and SOGI information to perform our operations. These activities may include:**

- Designing intervention programs.
- Designing and directing outreach materials.
- Informing health care practitioners and providers about your language needs.
- Assessing health care disparities.

We will never use your REL and SOGI information for underwriting, rate setting or benefit determinations or disclose your REL or SOGI information to unauthorized individuals.





# **PART IV: HEALTH & WELLNESS INFORMATION**



Oklahoma Complete Health wants you to lead a healthy life. A major goal is to promote healthy lifestyles for you and your family. This is why we offer Health Education resources. These resources give you facts and options to help make better health choices for you and your family.

### **Krames Health Library**

- Easy access to more than 4,000 sheets on health and medications. Not sure what to do when you have a cold or the flu? Or how much sunscreen to apply? Or what to do if you're expecting a child? Search for these topics and more on this health library.

### **Healthy Kids Club**

- Offers a new book, welcome packet, quarterly newsletter, and online activities for children and their parents or guardians.

### **myStrength® Complete**

- We all have our struggles. Finding help to focus on your emotional health is important.

Now you can use web and mobile tools to help you get better and stay mentally strong.

myStrength® Complete has many personalized e-Learning programs to help overcome depression, anxiety, or overuse of drugs or alcohol. These classes are supported by tools, weekly exercises, and daily inspiration in a safe and private environment. myStrength® Complete is safe and secure — just for you. It has information on how to find resources to support your emotional health. Learning to use myStrength® Complete's tools can help you overcome the challenges you face.

# Member Notification of Pregnancy

This form is confidential. If you have any problems or questions, please call Oklahoma Complete Health at **1-833-752-1664** (TTY: **711**) and for SoonerSelect Children's Specialty Program please call **1-833-752-1665** (TTY: **711**). This form is also available online at **OklahomaCompleteHealth.com**.

## \*Required Field

**\*Are You Pregnant?** ☐ Yes ☐ No \* If you are pregnant, please continue to answer all the questions.

Return the form in the envelope provided.

We may call you if we find that you are at risk for problems with your pregnancy.

**\*Member ID #:**  Today's Date MMDDYYYY:

Your First Name:

Your Last Name:

**\*Your Birth Date MMDDYYYY:**

Mailing Address:

City:  State:  Zip Code:

Home Phone:  Cell Phone:

Would you like to receive text messages about pregnancy and newborn care? ☐ Yes ☐ No

If you do not have an unlimited texting plan, message and data rates may apply. Text STOP to unsubscribe. Please note, texting is not secure and may be seen by others.

Email Address:

**\*Your OB Provider's Name:**

**\*Your Due Date MMDDYYYY:**

Primary insurance (for mom or baby) other than Medicaid? ☐ Yes ☐ No

Race/Ethnicity (select all that apply): ☐ White ☐ Black/African American ☐ Hispanic/Latina

☐ American Indian/Native American ☐ Asian ☐ Hawaiian/Pacific Islander

☐ Other If other ethnicity, please specify:

Preferred Language (if other than English):

Planning to breastfeed? ☐ Yes ☐ No If no, what is the reason?

Pediatrician chosen? ☐ Yes ☐ No Pediatrician Name:

Number of Full Term Deliveries:  Number of Miscarriages:

Number of Preterm Deliveries:  Number of Stillbirths:

Height (Feet, Inches):  Pre-Pregnancy Weight:

**\*Do you have any of the following?** ☐ Yes ☐ No If yes, mark all that apply.

## Your Medical History

Previous preterm delivery (<37 weeks or a delivery more than three weeks early)? ☐ Yes ☐ No

Recent delivery within past 12 months? ☐ Yes ☐ No Was delivery within past 6 months? ☐ Yes ☐ No

Previous C-Section? ☐ Yes ☐ No Diabetes (Prior to Pregnancy)? ☐ Yes ☐ No



\*Member ID #:

Name: Last, First:

Sickle Cell?

☐ Yes

☐ No

Asthma?

☐ Yes

☐ No

If yes, are asthma symptoms worse during pregnancy?

☐ Yes

☐ No

High blood pressure (prior to pregnancy)?

☐ Yes

☐ No

Previous neonatal death or stillbirth?

☐ Yes

☐ No

HIV Positive?

☐ Yes

☐ No

HIV Negative?

☐ Yes

☐ No

Testing refused?

☐ Yes

☐ No

AIDS?

☐ Yes

☐ No

Thyroid Problems?

☐ Yes

☐ No

If yes, is this a new thyroid problem?

☐ Yes

☐ No

Seizure Disorder?

☐ Yes

☐ No

Seizure within the last 6 months?

☐ Yes

☐ No

Previous alcohol or drug abuse?

☐ Yes

☐ No

### Current Pregnancy History

Preterm labor this pregnancy?

☐ Yes

☐ No

Current gestational diabetes?

☐ Yes

☐ No

Current twins?

☐ Yes

☐ No

Current triplets?

☐ Yes

☐ No

Currently having severe morning sickness?

☐ Yes

☐ No

Current mental health concerns?

☐ Yes

☐ No

List:

Current STD?

☐ Yes

☐ No

List:

Current tobacco use?

☐ Yes

☐ No

Amount:

If yes, are you interested in quitting?

☐ Yes

☐ No

Current alcohol use?

☐ Yes

☐ No

Amount:

Current street drug use?

☐ Yes

☐ No

Taking any prescription drugs (other than prenatal vitamins)?

☐ Yes

☐ No

List:

Any hospital stays this pregnancy?

☐ Yes

☐ No

If yes, please list hospitalizations during this pregnancy.

### Social Issues

Do you have enough food?

☐ Yes

☐ No

Are you enrolled in WIC?

☐ Yes

☐ No

Do you have problems getting to your doctor visits?

☐ Yes

☐ No

Do you have reliable phone access?

☐ Yes

☐ No

Are you homeless or living in a shelter?

☐ Yes

☐ No

Are you currently experiencing domestic violence or feel unsafe in your home?

☐ Yes

☐ No

Please list any other social needs you may have:

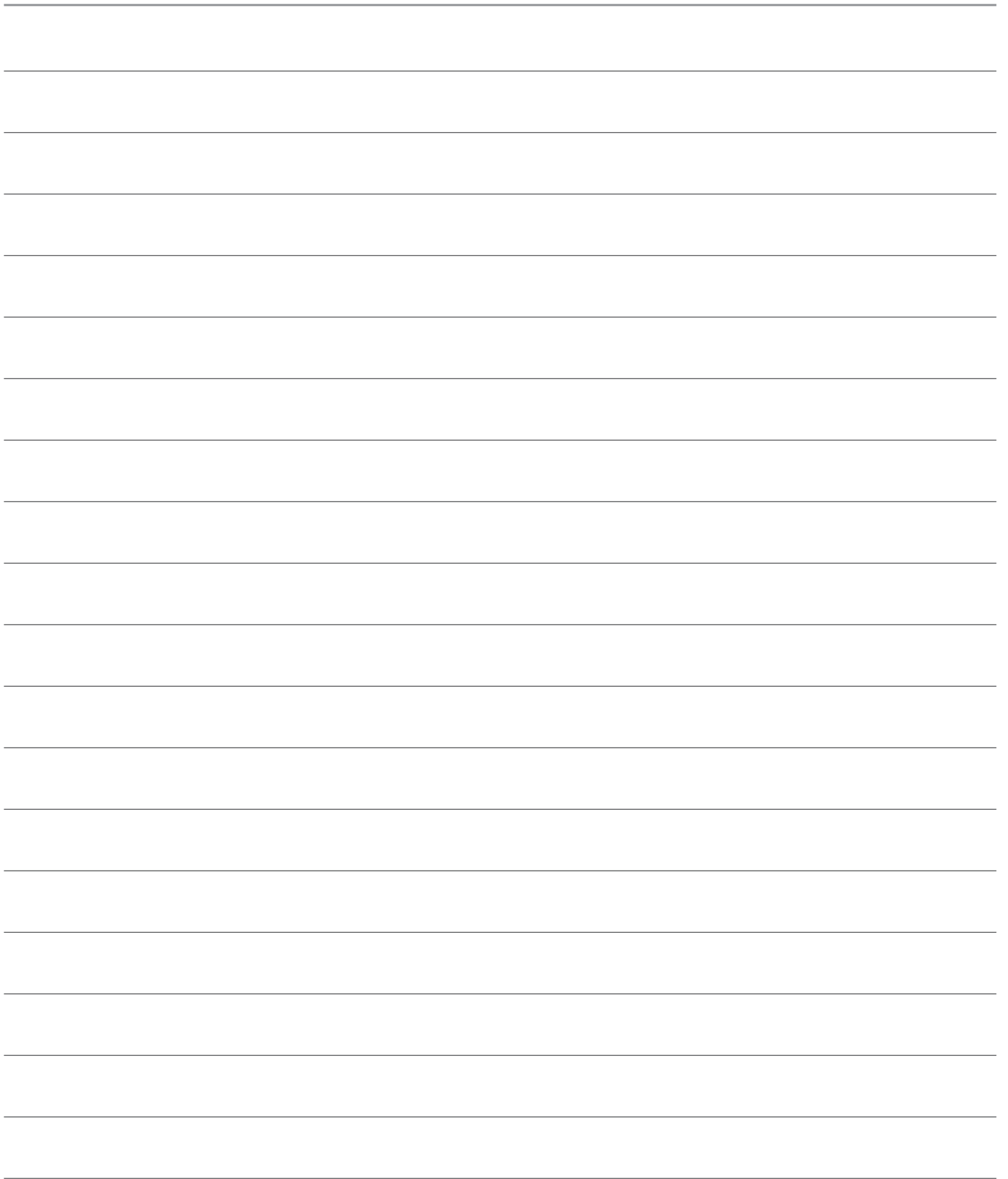
Please list anything else you would like to tell us about your health:

If your answers indicate you are at an increased risk for complications during this pregnancy, would you consent to participate in our Start Smart Case Management program to help you and your baby?

☐ Yes

☐ No









Sooner**Select** 

**OklahomaCompleteHealth.com**  
**1-833-752-1665 (TTY: 711)**

**OklahomaCompleteHealth.com**